TouchTunes

INTERACTIVE NETWORKS

Ovation II

DSP Edition

Installation and Setup Guide

Disclaimer

Document Part Number: 900380-001 Rev. 02 (Febrary 2012)

TouchTunes, Ovation II, and the TouchTunes logo are trademarks of TouchTunes Interactive Networks.

All other brand and product names are trademarks or registered trademarks of their respective corporations.

The mention of any product does not constitute an endorsement by TouchTunes Interactive Networks.

This manual is furnished under a lease agreement and may only be copied or used within accordance with the terms of such lease agreement. The content of this manual is furnished for informational use only, is subject to change without notice, and should not be construed as a commitment by TouchTunes Interactive Networks. TouchTunes Interactive Networks assumes no responsibility or liability for any errors or inaccuracies that may appear in this document.

Except as permitted by such lease agreement, no part of this publication may be reproduced, stored in any retrieval system, or transmitted, in any form or by any means, electronic, mechanical, recording, or otherwise, without prior written consent of TouchTunes Interactive Networks.

Changes are periodically made to the information herein; these changes will be incorporated into new editions of this publication. TouchTunes may make improvements and/or changes in the products and/or software programs described in this publication at any time.

If you have comments on this manual or the products it describes, address them to:

TouchTunes Interactive Networks
Attention: Publications
400 Sainte Croix Avenue, Suite 200 E
Montreal, Quebec, Canada H4N 3L4
Telephone: 1-847-419-3300
Fax: (847) 419-3304

TouchTunes may use or distribute whatever information you supply in any way it believes appropriate without incurring any obligations to you.

Copyright © 2012 TouchTunes Interactive Networks. All rights reserved, including those to reproduce this publication or parts thereof in any form without permission in writing from TouchTunes Interactive Networks.

toc

1 Introduction 1

About this guide. . . . 1
Related Documentation . . . 1
Writing Conventions. . . . 2
Important Safety Information . . . 2
Contacting TouchTunes . . . 4

2 Ovation II: An Overview 5

Introducing Ovation II . . . 5
Components and Features . . . 6
Sound . . . 6
Touch-screen Monitor . . . 6
Cabinet. . . . 6
Payment Means . . . 7
Remote Controls. . . . 7
Lightshow . . . 7
System . . . 7
Amplifier Overview . . . 8
JCB Computer Overview . . . 9
Accessing Components . . . 10
Opening the Main Enclosure . . . 10
Accessing the cable channel for the Ovation II . . . 11
Service Light. . . . 13
External Controls . . . 14

Transporting Ovation II 15

3 Pre-Installation 17
Unpacking and Checking Jukebox Components 17
Setting Up a Broadband Connection 18
Preparing Tools for Installation 19

4 Installing the Ovation II Jukebox 21
Wall-Mounting the Ovation II Jukebox 21
Installing the Hard Drive 25
Connecting the Ovation II to the Broadband Network (Internet) 28
Connecting Audio Speakers to the Ovation II 29
Connecting Power to the Ovation II 31
Tightening the Wire Strain-Relief Bracket 31
Closing the Ovation II Case 33
Activating the Ovation II Screen 33

5 Activating the Jukebox 35
Activation Procedure 35
Power on the Jukebox 35
Configure the Jukebox 36
Error Scenarios 44
Encountering a Corruption in the ID Chip or Hard-Drive 44
Encountering a Serious System Error 45

6 Post-installation 47
Activating the Operator Interface 47
Replacing the Lock for the Ovation II 49
Setting Up the Remote Control 50
Setting the Remote Control ID 50
Learning the Remote ID 51
Key Assignments and Functionality 52
Installing the Optional Wired Remote 53
Configuring the Bill Acceptor(s) 56
Testing the Payment Acceptors 56
Testing the Bill and Coin Acceptors 57
Testing the Credit Card Reader 58
Enabling DSP Equalization 60
Connecting an External Audio Source 61
Requirements 61
Procedure 62
Connecting a Microphone 63
Requirements 63
Procedure 64

Appendix A Connection Diagrams 67

Overview 67
JCB Top Panel Connections 68
JCB Bottom Panel Connections 69

Appendix B Return Authorization (RA) Procedure 71

Return Authorization Numbers (RAs) 71
Warranty Repair and Replacements 71
Out of Warranty Repair Services 72
Returns for Credit 72
Labeling and Address 73
Packing 73
Freight Payment 73
Freight Claims and Shipment Damage 74

1 Introduction

Welcome to the Installation and Setup Guide for the TouchTunes Ovation II jukebox! This chapter provides you information about audience pre-requisites, related documentation, and how to get customer support.

About this guide

Congratulations on choosing a TouchTunes Ovation II jukebox! This guide explains how to prepare for, install and activate your new Ovation II. TouchTunes highly recommends reading this guide to familiarize yourself with the installation procedure before installing your Ovation II.

Related Documentation

This guide is designed to get you started quickly with installing and activating a jukebox in a location. For more detailed documentation, refer to the following documents:

- *The TouchTunes Dashboard User Guide* (p/n 900203-001).

You can access this and other documents by doing the following:

- If you do not have access to the TouchTunes Dashboard, request a copy from TouchTunes Technical Support. See “Contacting TouchTunes” on page 4.
- If you have access to the TouchTunes Dashboard, log on to the Dashboard and open the **Documentation** page. See the *TouchTunes Dashboard User Guide*.

Writing Conventions

This guide uses the following documentation conventions.

Notation:	Usage:	Example:
Right-click	Click with the rightmost mouse button.	Right-click the image and choose **Save Picture As**.
Italic	A folder or file path.	Open *C:\My Documents and Settings\My Music.*
Bold	Menu or button commands, as well as labelled areas on the UI.	Choose **My Jukeboxes** from the Navigation menu. Click **OK** when prompted to continue. Navigate to the **Broadband Settings** area.
Vertical bar	Separates menu commands.	Choose **TouchTunes | Contacts** from the Navigation menu.
Bold with a colon	Description of what a UI element in a screenshot does.	**Jukebox Location:** Lists jukeboxes by their current location.
Exclamation point within a triangle	Identifies operating and maintenance information to know before use.	**Caution:** Power off the unit before continuing.

Important Safety Information

- Read the instructions for all components before using this product.
- Keep these instructions for future reference.
- Heed all warnings on the product and in the this guide.
- Follow all instructions.

CAUTION: Do not install Ovation II near any heat sources, such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.

CAUTION: Do not defeat the safety purposes of the polarized or grounding-type plug. A polarized plug has two blades with one blade wider than the other. A grounding-type plug has two blades and a third grounding prong. The wider blade or the third grounding prong are provided for your safety. If the provided plug does not fit in your outlet, consult an electrician for replacement of the obsolete outlet.

CAUTION: See product enclosure for safety related markings.

CAUTION: Dispose of used batteries in accordance with the regulations in your area. Do not incinerate.

CAUTION: The LCD displays inside Ovation II contain mercury. Disposal of this material may be regulated in your area due to environmental considerations. For disposal or recycling information, please contact your local authorities or the Electronic Industries Alliance at www.eiae.org.

CAUTION: Unplug this apparatus when unused for long periods of time.

Do not use this apparatus near water of moisture—Do not use this product near a bathtub, washbowl, kitchen sink, laundry tub, in a wet basement, near a swimming pool, or anywhere else that water or moisture are present.

Clean only with a dry cloth—and as directed in this document. Unplug this product from the wall outlet before cleaning.

Do not block any ventilation opening. Install in accordance with the manufacturer's instructions—To ensure reliable operation of the product and to protect it from overheating, put the product in a position and location that will not interfere with its proper ventilation.

Do not let objects or liquids enter the product—as they may touch dangerous voltage points or short-out parts that could result in a fire or electric shock.

Protect the power cord from being walked on or pinched, particularly at plugs, convenience receptacles, and the point where they exit from the apparatus.

Use only attachments and accessories specified by the manufacturer.

Refer all services to qualified service personnel. Services is required when the apparatus has been damaged in any way: such as power-supply cord or plug is damaged; liquid has been spilled or objects have fallen into the apparatus; the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.

To disconnect this apparatus you must unplug it from the wall outlet, therefore ensure during installation that the plug will be accessible after installation to facilitate disconnecting it from the wall outlet. or equivalent.

To prevent risk of fire or electric shock, avoid overloading wall outlets, extension cords, integral convenience receptacles.

Contacting TouchTunes

If you need help with or have questions about this document, contact TouchTunes by:

- Using the email links on the Contacts page on the TouchTunes Dashboard at https://operator.touchtunes.com.
- Calling TouchTunes 24/7 Service Hotline at 847-419-3300.

To help us assist you more effectively with problem reports, the following information may be required when contacting TouchTunes Support:

- Jukebox ID or PlayPorTT ID.
- Jukebox model (e.g., Ovation II, Allegro, Allegro MX-1, Ovation, Maestro II).
- The serial number of any component you believe to be defective.
- The date/time of the problem.
- Actions performed immediately before the problem occurred.
- Any additional comments.

If you require assistance with this or any other TouchTunes product, please call or email technical support. We value your comments.

2 Ovation II: An Overview

This chapter provides an overview of the Ovation II jukebox and explains how to access its major components.

Introducing Ovation II

The Ovation II is TouchTunes' new re-designed and streamlined wall-mounted jukebox.

Ovation II

Evolving from the design of TouchTunes' hugely successful Ovation, the advanced and innovative Ovation II boasts the following among its attractive design features and benefits:

- Simple cabling with intuitive connectivity.
- Improved heat dissipation and cooling capability, thanks to a power supply and heat sink system that is external to the computer.

- Fanless cooling system, eliminating the need for maintenance such as filter replacement and cleaning.
- Availability of fast diagnostics—on site and remotely.
- Quick access to and replacement of any component.
- Newer hard disk technology (SATA vs. IDE).
- Support (currently under development) for simultaneous external HD video for expansion into Gaming and Advertising capabilities.
- Improved durability and reliability.
- Improved, longer-range remote control receiver.
- Integrated amplification, providing sound for independent audio zones.
- DSP technology for unparalleled volume and audio clarity.

Components and Features

This section provides details of the Ovation II's key components and features.

Sound

- Built-in Digital Signal Processing (DSP) microprocessor for superior audio quality, equalization, and noise reduction.
- Class D switching amplifier.
- Built-in 4-channel amplifier (4x150W) to produce a minimum of 104 dB SPL.
- Protected against over-voltage, over-current, overload and output short circuits.
- Less than 0.05% THD +N at 75 W into 4 ohms.

See "Amplifier Overview" on page 8 for further details.

Touch-screen Monitor

- 19 inches (4:3 aspect ratio).
- Surface Acoustic Wave (SAW) technology.
- LCD panel with a minimum viewing angle of 150 degrees, horizontal and vertical.
- Native resolution of 1024 X 768 (standard TFT Resolution).
- 3 millimeters touch glass thickness.
- Minimum 500 to 1 contrast ratio.

Cabinet

- Small footprint, with the mechanical stability required by UL Safety Standards.
- Fanless unit using natural convection air flow.
- Internal lighting and door-open log (later availability only).
- All screws fastened from the interior, preventing external dismantle.

Payment Means

Note: Installed payment means components are configurable, and may vary by region.

- ICT bill acceptors (800-note stacker and 600-note stacker in standard dual-acceptor configuration).
- Coin acceptor:
  - For US: None in standard configuration. Optional configuration with coin acceptor for $0.25 and $1 coins.
  - For Canada: $2, $1 and $0.25.
- Credit Card reader.

Note: Before using credit card readers on your jukebox, you must enter a special contractual agreement with TouchTunes. For information, contact TouchTunes.
See “Contacting TouchTunes” on page 4.

Note: The card reader is not capable of reading Smart Cards.

Remote Controls

- One wireless RF remote.
- One wired remote (available as an option).

Lightshow

- Compatible with TouchTunes’ existing system (Color Kinetics/Philips).
- Six channels daisy chained, four channels for the two lenses of the bottom part of the door and two channels for the two lenses on the top.
- Polycarbonate (Translucent PC) lightshow lens.
- External standard DMX interface.

System

- JCB architecture with DSP technology.
- Gen 3 software-compatible only.
- 3 stereo out, line-in, mic-in.
- power from 100 to 120 VAC 50-60 Hz, 10.0 amps max.
- 0 - 40 deg. C ambient temperature.
- Designed to withstand normal transportation vibration AND support frequent moving, (in and out of location, pickup transport).

Amplifier Overview

The Ovation II jukebox is equipped with a 4-channel, 2-zone amplifier which incorporates the following features:

- Uncompromising sound quality.
- Dynamic range of 104dB.
- Over-current protection.
- Turn-on and turn-off pop suppression.
- Over-temperature protection.
- High speed switching power supply.
- Less heat, smaller footprint.
- Total harmonic distortion $\leq$ 0.05% (1W).
- Signal-to-noise ratio $\geq$ 105dB (A-weighted).
- Two balanced inputs.
- Two stereo outputs (full-range).
- AC line voltage and frequency:
  90 to 130 V AC/ 50 - 60 Hz
- 4-ohm (minimum) load per channel (150W).

Benefits of these amplifiers include:

- Requirement of only N-Channel MOSFET output transistors.
- Dramatic improvement in efficiency versus Class AB amplifiers.
- Signal fidelity equal to high-quality linear amplifiers.
- High dynamic range compatible with digital media.

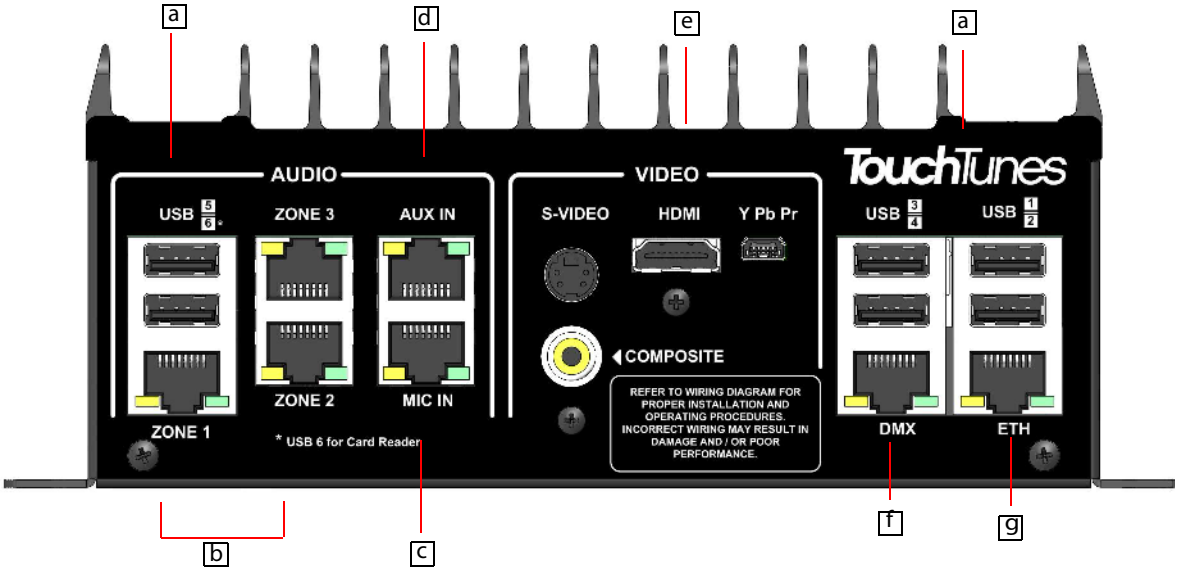
JCB Computer Overview

The central computer in your Ovation II jukebox, called the JCB, is a specially designed computer mounted inside the Ovation II that runs the jukebox. Like a regular laptop or desktop computer, the JCB contains a hard drive and USB connectors for attaching peripherals.

To conserve space, the JCB has connections on both its top and bottom panels, as well as controls and indicators on its front panel.

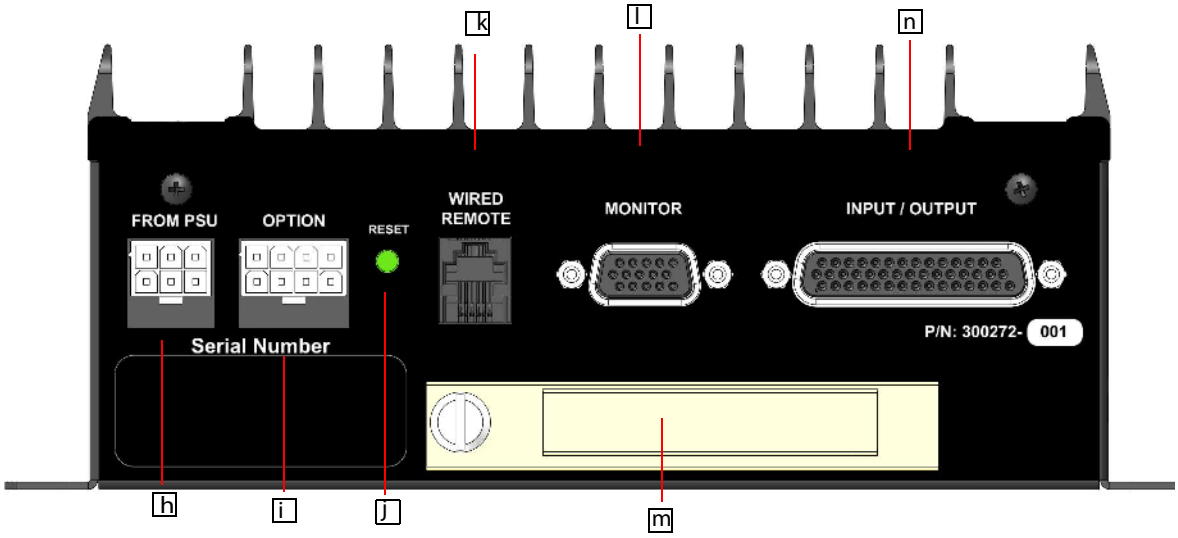
Refer to the following figures to identify all components and connections on the JCB for your jukebox.

Top Panel



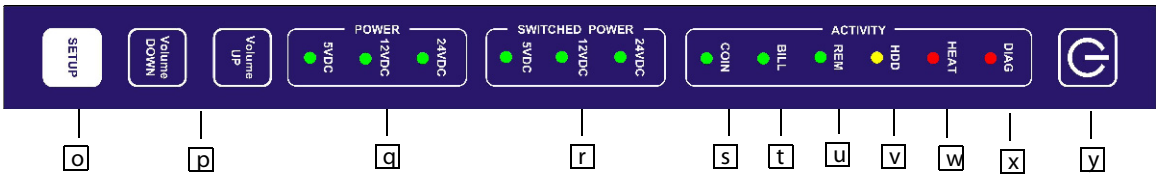
Layout of JCB: Top Panel—a) USB ports for peripheral devices; b) Audio zone outputs; c) Microphone input; d) Auxiliary audio input; e) External video outputs; f) External light show connector; g) Ethernet port

Bottom Panel



Layout of JCB: Bottom Panel—h) Power supply connector; i) Power for external equipment; j) System reset (reboot); k) Wired remote connector; l) Touchscreen connector; m) Hard disk drive; n) I/O connector

Front Panel



Layout of JCB: Front Panel Controls—o) Setup button; p) Volume control buttons; q) Power status indicators; r) Switching power status indicators; s) Coin acceptor activity indicator; t) Bill acceptor activity indicator; u) Wired remote activity indicator; v) Hard drive activity indicator; w) Overheat indicator; x) Diagnostic LED; y) Power button for monitor and acceptors

Note: The power button (y) does not turn off the jukebox computer.

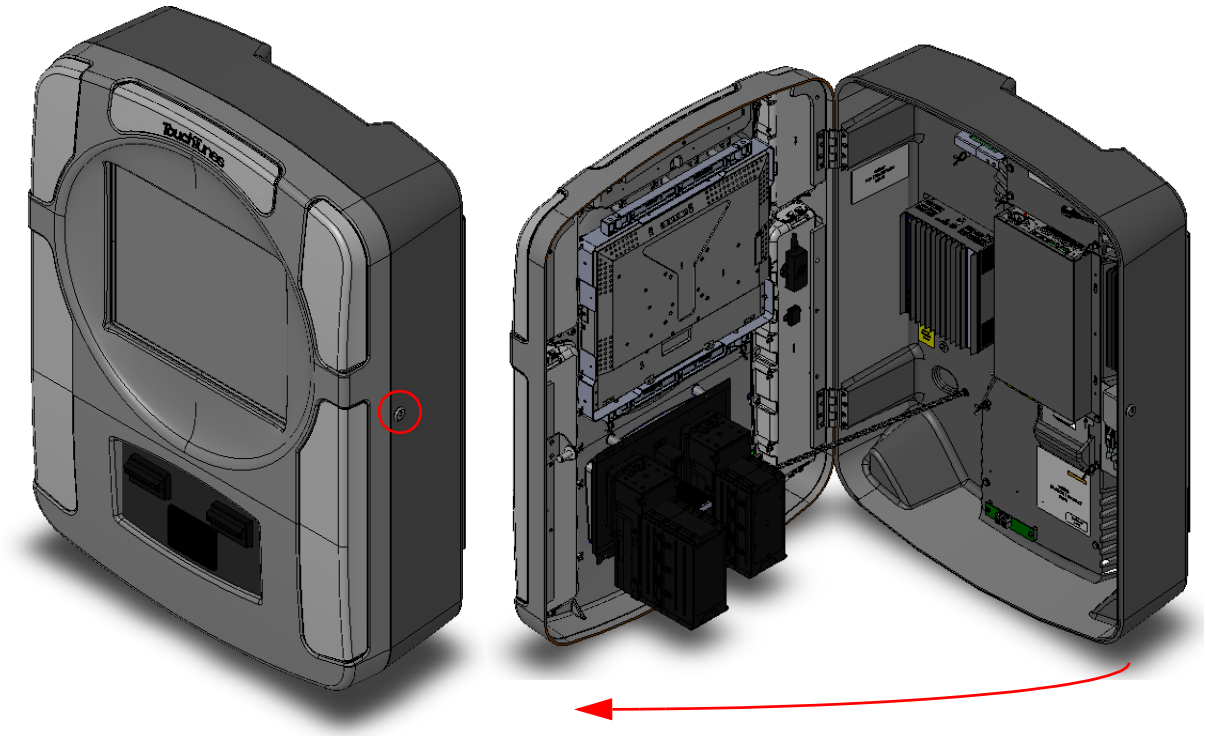
Accessing Components

This section explains how to gain access to Ovation II's main components for the initial setup and subsequent servicing.

Opening the Main Enclosure

To open the main enclosure:

1. Locate the key for the Ovation II.
2. Unlock the Ovation II from the right side of the jukebox and then slowly swing open the case.



Opening the Ovation II

When the jukebox is powered up, and the door is opened, the optically controlled service light illuminates the interior of the cabinet. See “Service Light” on page 13 for details.

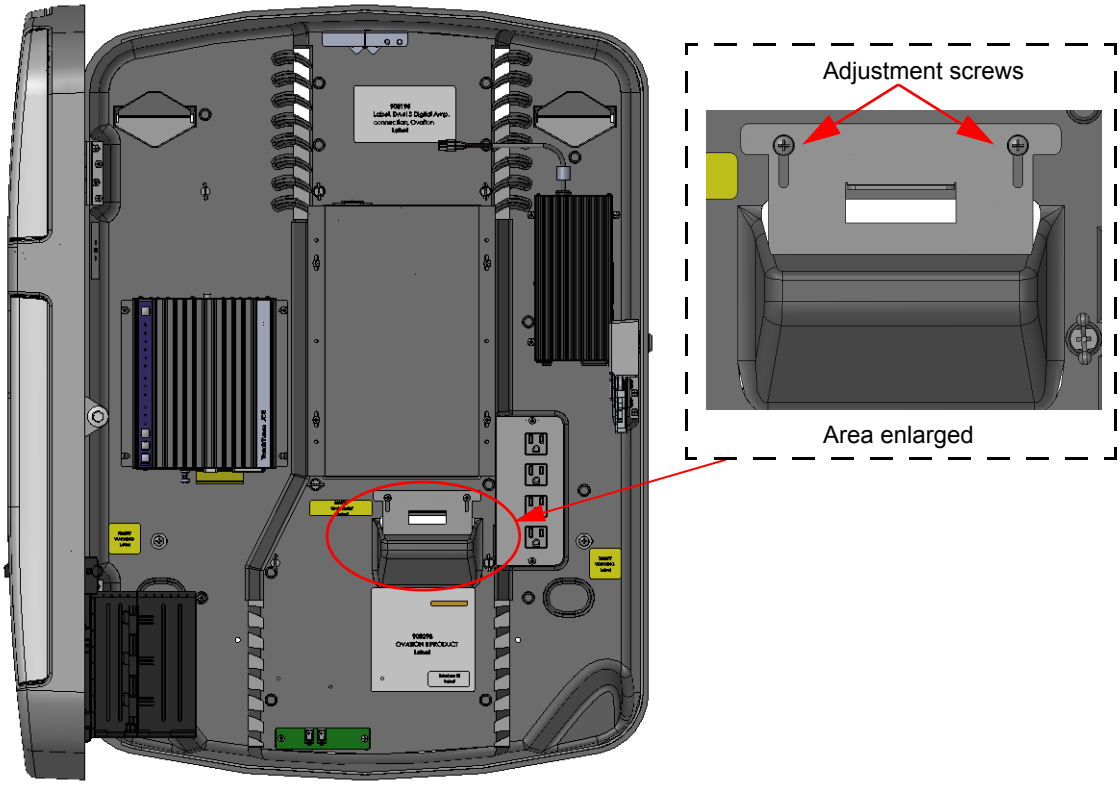
Accessing the cable channel for the Ovation II

The Ovation II is designed with a cable channel that allows you to route outside cables (such as for telecommunications) to internal jukebox components. A wire-strain relief bracket provides slack for cables inside the jukebox and also covers the opening to the cable channel to keep dust out. In the following procedure, adjust this bracket to access the opening to the cable channel.

Note: Only route cables in to and out of the jukebox through the provided cable channel opening. Do not route cables through any other openings in the jukebox, such as air vents. Otherwise, the jukebox may overheat and shut itself down.

To prepare for cable routing in the jukebox:

1. Identify the following components for the Ovation II:
   - The cable channel along the back of the jukebox.
   - The wire-strain relief bracket shown in the diagram below.



Location of Wire Strain Relief Bracket

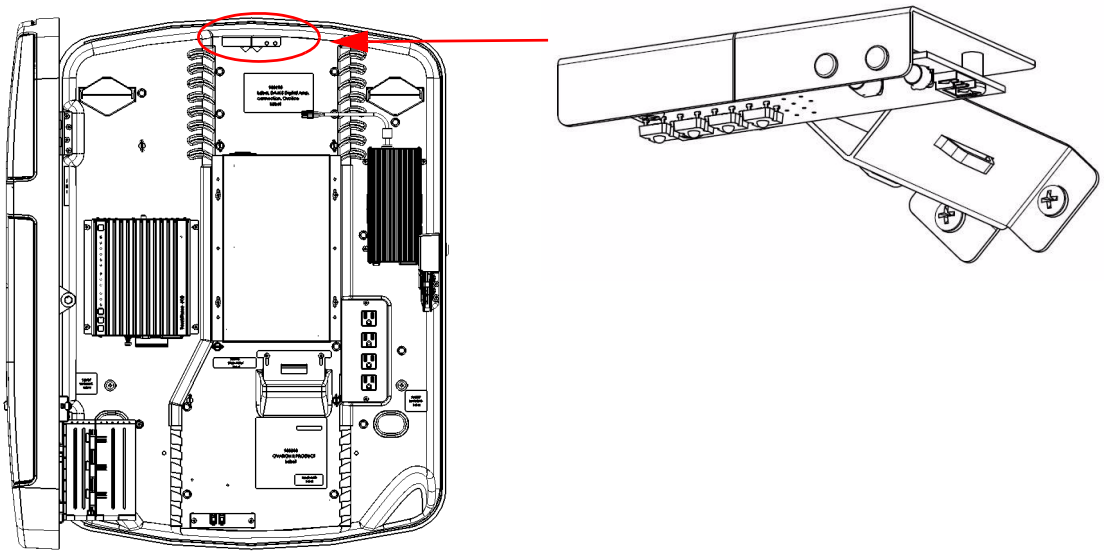
2. Using a screwdriver, loosen the screws for the wire-strain relief bracket to adjust the bracket.

3. Adjust the wire-strain relief bracket so you can bring cables into the jukebox through the cable channel opening.
4. Tighten the screws for the wire-strain relief bracket to keep open the cable channel opening.
   Once the cable channel is open and the wire-strain relief bracket is loose, you are ready to connect the jukebox to either the broadband network.

Service Light

Note: This feature is scheduled for availability in later releases only.

The Ovation II is equipped with a service light module that plugs into the main wiring harness and illuminates the interior of the cabinet, facilitating servicing in low-light situations.



Service Light Module

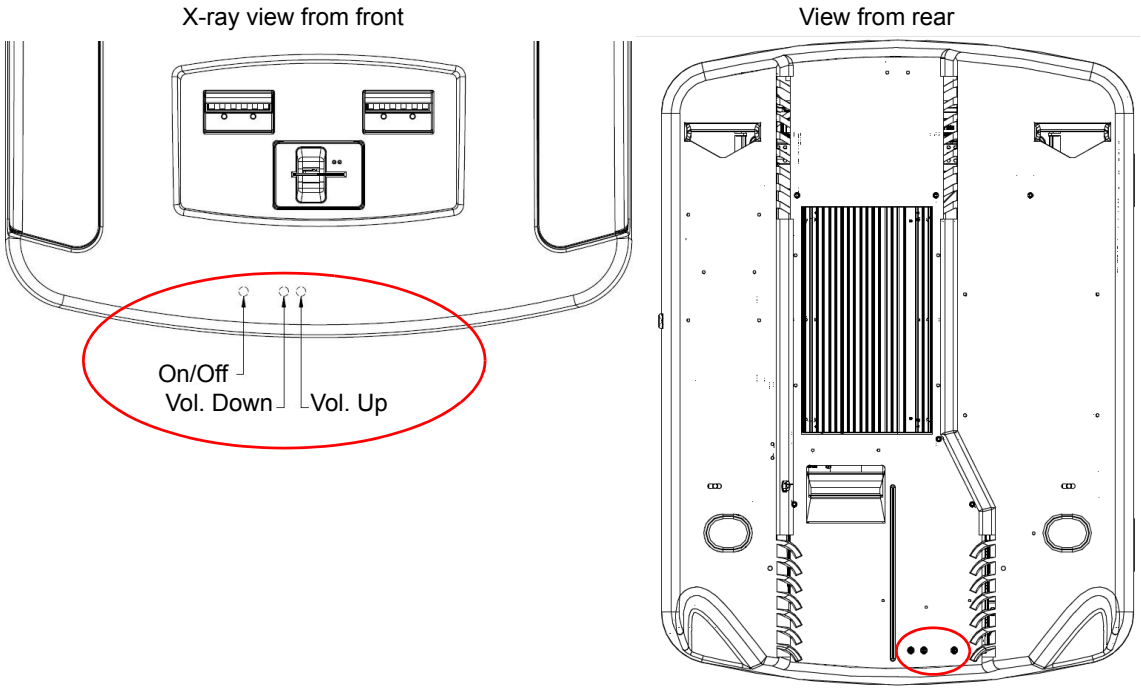
When the door of the Ovation II is opened, optical sensors mounted in a circuit board in the interior of the cabinet activate a panel of high-intensity LEDs that are pointed toward the interior.

When the door is closed, the service lighting extinguishes.

External Controls

Accessible from the rear panel of the jukebox are 3 control buttons:

- **Volume increase:** Increases the volume level for all 3 audio zones.
- **Volume decrease:** Decreases the volume level for all 3 audio zones.
- **Night Mode:** Turns off the monitor, lights, and money acceptors. The computer remains active so it can call the TouchTunes server.
  When you power up a jukebox for the first time, it automatically goes into night mode: the JCB computer and other internal components of the jukebox are running, but the touchscreen, audio system and lights for the jukebox are disabled. You must bring the jukebox out of night mode and activate its screen before setting up the jukebox.

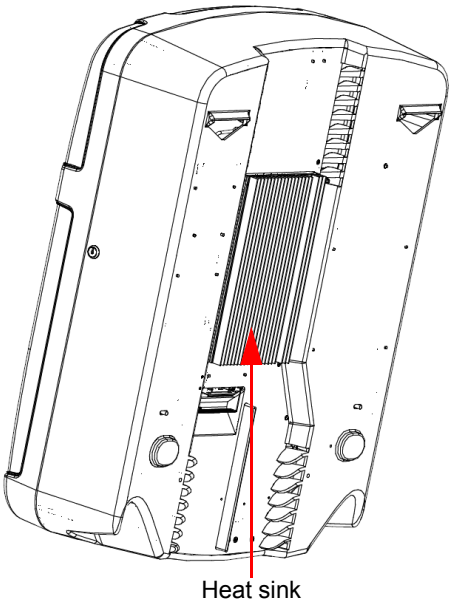


Rear Panel Controls

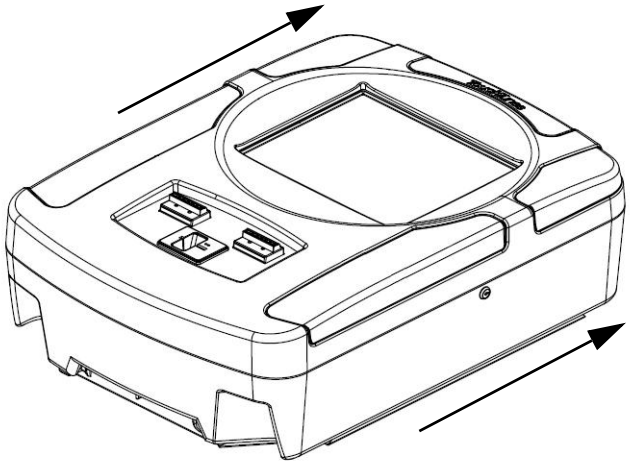
Note: To access the control buttons, reach up into the center channel from the front of the jukebox.
Buttons may be slightly recessed.

Transporting Ovation II

You can lay the Ovation II on its back and slide it onto the bed of a pickup truck or van when transporting it. The amplifier's external heat sink is located in a recessed channel, protecting it from damage caused by letting the weight of the jukebox rest on the heat sink.



Rear of Jukebox



When transporting the Ovation II:

1. Turn off the system power switches on the Ovation II's computer and internal power supply.
2. Disconnect the power and network cables.
3. Close and lock the jukebox.
4. Remove key to prevent loss, breaking, or bending.
5. To the extent possible, protect the jukebox for transportation.
6. Transport the jukebox to the new location.

CAUTION: Exercise caution when tipping the Ovation II onto an appliance dolly or hand cart; it can fall onto you and cause serious injury.

Always have adequate assistance when moving the Ovation II, particularly when negotiating stairs—it is very heavy 125 lbs. (56.8 kg).

3 Pre-Installation

This chapter explains how to prepare to install a TouchTunes Ovation II jukebox for a location, including setting up communications connections and unpacking the jukebox.

Unpacking and Checking Jukebox Components

A TouchTunes jukebox is delivered in several boxes, including boxes for the jukebox hardware components and a parts kit. The following table shows the dimensions and weight of the Ovation II jukebox:

	Height	Width	Depth	Weight
Crated	41” (104.1 cm.)	32” (81.3 cm.)	18” (45.7 cm.)	142 lbs. (64.5 kg)
Uncrated	37 1/4” (94.6 cm.)	27 1/4” (69.2 cm.)	11 1/4” (28.6 cm.)	125 lbs. (56.8 kg)

Before you install the jukebox, you must ensure that you have received all jukebox hardware components and that both hardware components and the items in parts kit are in good condition.

To check that you have all jukebox components:

1. Verify that you have received the following hardware components for the Ovation II jukebox:

Component Quantity	Component Description
1	Ovation II Digital Jukebox (DSP Edition, p/n 700225-001)
1	Parts kit

2. Open the Parts kit and then verify that it contains all of the following components:

Component Quantity	Component Description	TouchTunes Part Number
1	Remote control kit, including mounting bracket, manual and 2 AAA batteries.	600069-001
2	Screws and washers to secure jukebox to wall bracket	N/A
2	Keys (attached to rear of jukebox)	400157-001
1	Microphone box	700166-001
1	DI box (line input)	700167-001
1	Eurostyle terminal connector (4-position)	100000-001

3. Check the condition of all hardware components and parts kit items to ensure they are in good condition.

Caution: Do not attempt installation if any jukebox hardware component or item in the parts kit is damaged. Contact your distributor or TouchTunes to report the damage immediately and request replacement parts.

Setting Up a Broadband Connection

Every night, a TouchTunes jukebox contacts the main TouchTunes server over the Internet to do the following tasks:

- Download any new songs chosen by location owner or operator through the TouchTunes Dashboard.
- Download any new updates to the jukebox system software.
- Download the TouchTunes music catalog.
- Report the number of plays per song for music royalty calculations.
- Report daily income for the jukebox.

The connection to the Internet is provided through an Internet Service Provider (*ISP*). ISPs normally offer two different types of Internet connections: dial-up and broadband. TouchTunes recommends using a broadband connection, as the connection type you chose has an impact on the infrastructure needed for the jukebox as well as the speed of jukebox communications.

A jukebox using a broadband connection uses a special, high-speed network to connect to the Internet and to the TouchTunes server. Broadband connections allow much faster communications speeds than dial-up connections, but require a broadband modem and/or *router* (computer networking device) to connect the jukebox to the high-speed network.

Use the following guidelines to help you choose and set up the Internet connection type for the jukebox:

- TouchTunes recommends using broadband Internet connections for jukeboxes whenever possible. The broadband connection:
  - Permits the jukebox to download new songs much more quickly than over a dial-up connection.
  - Allows you to change jukebox settings via the TouchTunes Dashboard and apply them immediately to the jukebox.
  - Provides download on demand. Any patron selections not available in local content are downloaded and played directly, thus increasing patron satisfaction and jukebox revenue. Download on demand is a feature that is not available using a dial-up connection.
  - Enables you to take advantage of further benefits, such as credit card payment and *myTouchTunes*, a feature that enables patrons to create their own virtual music catalogs on the Web and access them at your locations.
- For all connections, ensure you use high-quality cable and make the cable run as short as possible to minimize potential problems due to line noise and interference.
- For broadband connections, note that the broadband modem and router may be included in a single device, depending on the equipment used by the ISP and the networking setup for the location. Both the broadband modem and the router must be installed and configured properly for Internet access before you can set up a broadband connection for the jukebox.

Note: Dial-up Internet connection is supported and is available as an option. Contact TouchTunes for details. See “Contacting TouchTunes” on page 4.

Preparing Tools for Installation

The following list shows tools that you may require to install the Ovation ^{II} jukebox. Ensure that you have all tools before beginning installation.

- Spirit level to ensure jukebox is level.
- Phillips screwdriver.
- Flat-head screwdriver.
- Adjustable wrench for tightening bolts or nuts.
- Additional flat telephone cable to reconnect the wired remote.

When setting up a broadband connection for the Ovation ^{II}, you may also require the following tools:

- A laptop computer with a network card and a Web browser, such as Microsoft Internet Explorer to test Internet connectivity.
- Pre-wired Cat5 network cable (or cable, crimp tool and RJ-45 connectors) to connect the laptop and/or jukebox to the router. See “Connecting the Ovation II to the Broadband Network (Internet)” on page 28.

4 Installing the Ovation II Jukebox

This chapter explains how to install the Ovation II jukebox, including

setting up its hardware and connecting it to a broadband network

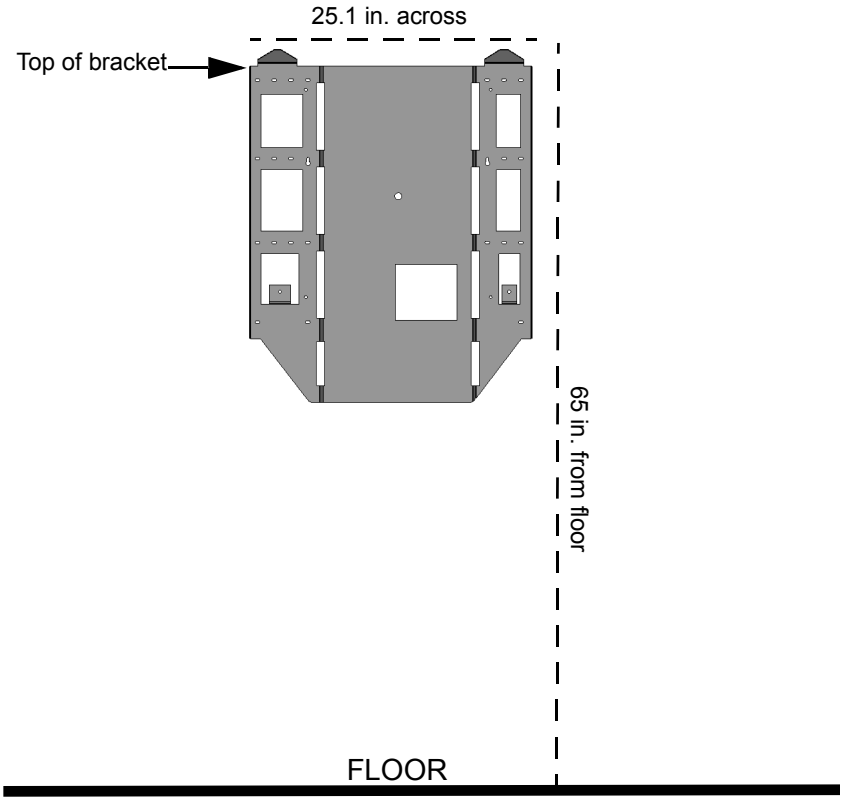
Wall-Mounting the Ovation II Jukebox

In this section, you install the Ovation II jukebox, level it so it is stable and then open its case to access internal components.

Caution: The Ovation II jukebox is heavy and represents a serious safety hazard if its mounting system should fail. Installation of the mounting system should only be performed by an experienced installer or licensed contractor who is familiar with standard rigging, mounting and hanging practices as recognized by a licensed engineer or government agency in your area.

1. On the wall where the jukebox is to be installed, measure 65 inches (5’ 5”) from the floor and mark this measurement.
   This measurement identifies where the top of the bracket will be located on the wall.
2. Using the included template, mark the position for the wall bracket on the wall where you intend to install the jukebox.

This measurement shows how far the bracket will extend along the wall. The wall bracket for an Ovation II jukebox is 25.1 inches wide, as measured from the line below the top flanges.



Mounting Guidelines for Wall Bracket

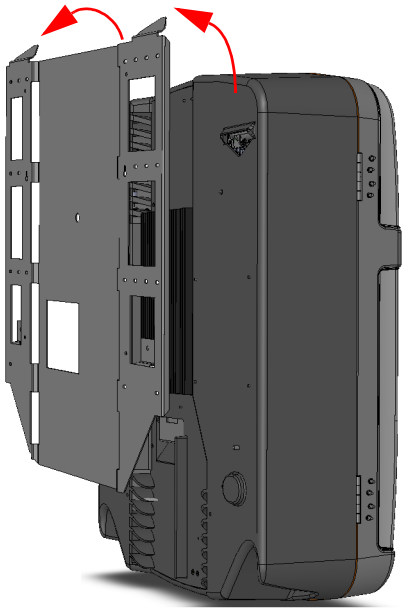
3. Align the wall bracket with the measurements you made in steps 2 and 3.
4. Using a level, ensure the wall bracket is level both horizontally and vertically.
5. Attach the bracket to the wall using at least four (4) lag bolts and washers.
   The wall bracket is attached. Continue to the next procedure to hang the Ovation II console on the bracket and attach it to the wall.

   Once the wall bracket is securely attached, hang the Ovation II on the wall.

Caution: The Ovation II jukebox is heavy and can cause injury if lifted incorrectly. TouchTunes recommends at least two people perform the following procedure.

6. Move the Ovation II so it is close to the wall bracket.
7. Identify the flange hooks for the jukebox on the rear of the Ovation II.
   These flange hooks fit into receptacles on the wall bracket, securing the Ovation II to the wall.
8. Using at least two people, lift the Ovation II so that the top of the jukebox is slightly higher than the top of the wall bracket.
9. Align the flange hooks on the jukebox with the receptacles on the wall bracket.

10. Hang the Ovation II on the wall bracket allowing the weight of the jukebox to set it into position.



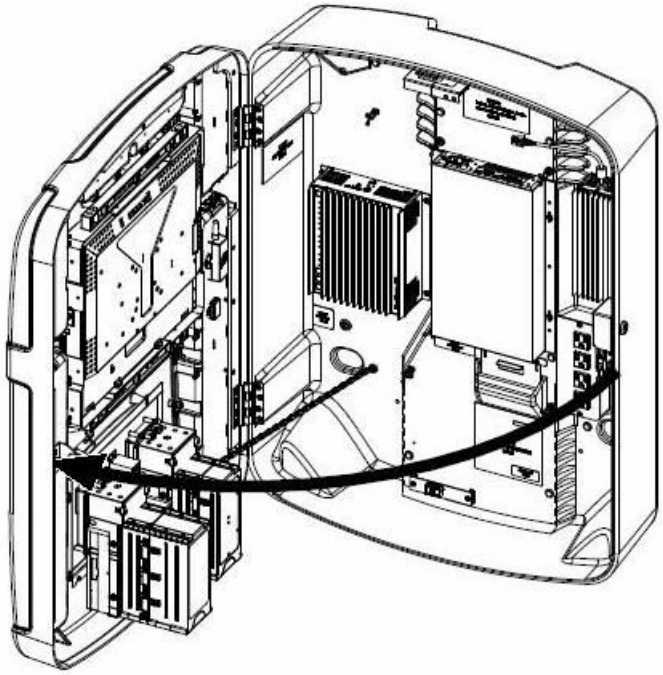
Mounting the Jukebox on the Wall Bracket

Once the Ovation II is installed, open the jukebox to access its internal components and secure the Ovation II to the wall bracket using internal screws.

11. Locate the key for the jukebox.

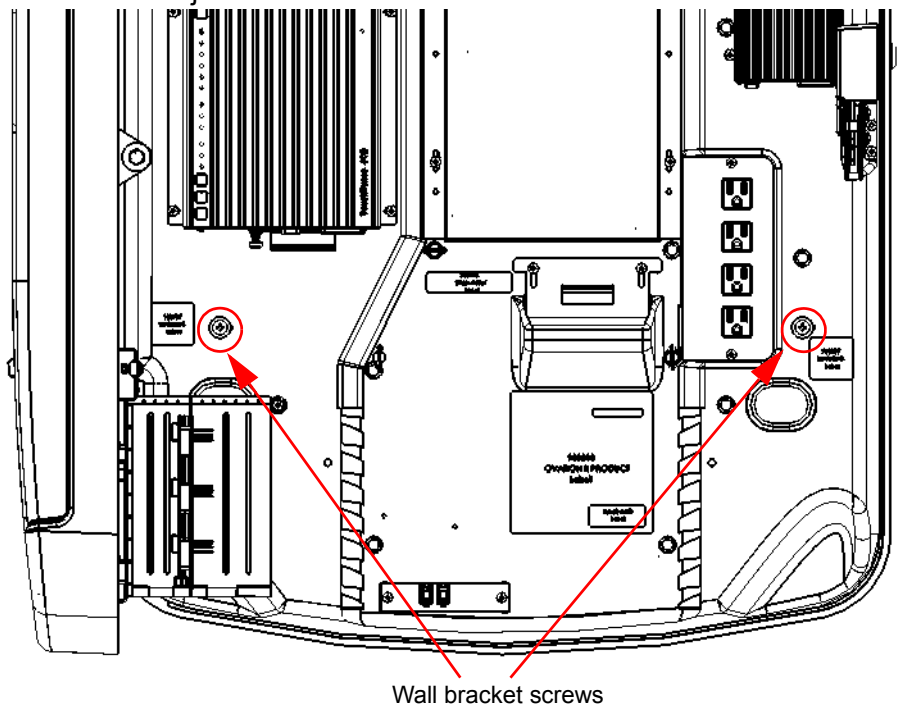
    New jukeboxes are always shipped with two keys.

12. Unlock the Ovation II from the lock on the right side of the jukebox and then slowly swing open the Ovation II case.



Opening the Jukebox

13. Using the figure below, identify the location of the holes for the wall bracket screws used to secure the jukebox to the wall bracket.



Wall Bracket Screw Holes

14. Attach the wall bracket screws to completely secure the Ovation II to the wall bracket.

Caution: The Ovation II jukebox is NOT secure until the wall bracket screws are installed.

Installing the Hard Drive

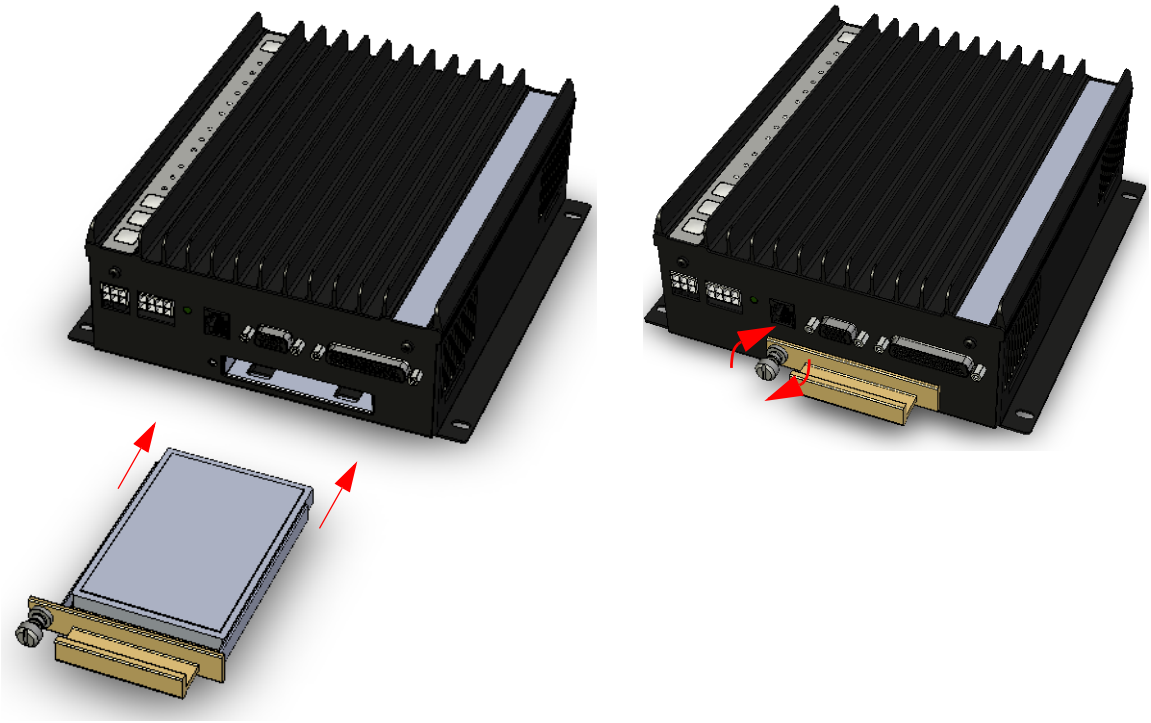
Note: The Ovation II employs a SATA hard drive. Do not attempt to swap your Ovation II's hard drive with an IDE drive from an Ovation or other model TouchTunes jukebox.

Before installing the hard drive, you should familiarize yourself with the layout of the central computer in your Ovation II jukebox, called the JCB.
Refer to "JCB Computer Overview" on page 9 to identify all components and connections on the JCB for your jukebox.
To install the hard drive:

1. Unlock and open the jukebox, as described in "Opening the Main Enclosure" on page 10.
2. Ground yourself by touching an exposed piece of metal in the jukebox case.
3. Ensure that the JCB is powered OFF at the switch on the power supply.
4. Locate the hard drive for the jukebox.
   The hard drive for a TouchTunes jukebox is contained in an enclosure.

   The hard drive (and its enclosure) are shipped separately from the main jukebox hardware. If the hard drive has not yet arrived at the location, contact the vendor or distributor.
5. Align the hard drive enclosure with its slot on the bottom panel of the JCB.

The hard drive enclosure cannot be inserted in its slot until it is properly aligned.



Installing the hard drive in the JCB

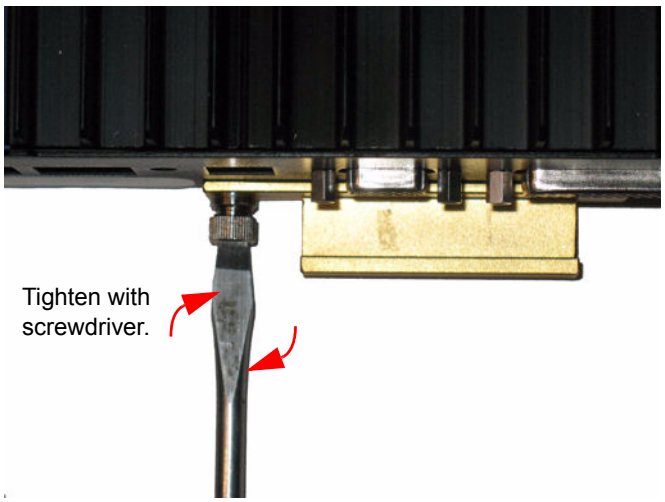
6. Insert the hard drive enclosure in the slot and then gently push the enclosure in until it is completely seated.
7. Using your fingers, push in and then tighten the thumb screw (clockwise) on the hard drive tray until the thumb screw is **securely** tightened.

Note: Operators who are accustomed to installing the IDE drives found in previous models of TouchTunes jukeboxes may find that the thumb screw on the SATA enclosure requires significantly more rotations before the hard drive is properly seated.
Do not hesitate to screw the enclosure in firmly—there is no danger of stripping or breakage of fasteners by applying the proper finger-tight pressure on the thumb screw.

Once you have finger-tightened the thumb screw, perform the following steps in order to verify that the hard drive is properly secured:

8. Using a screwdriver with a 3/8” straight blade, tighten the thumb screw firmly into the JCB.

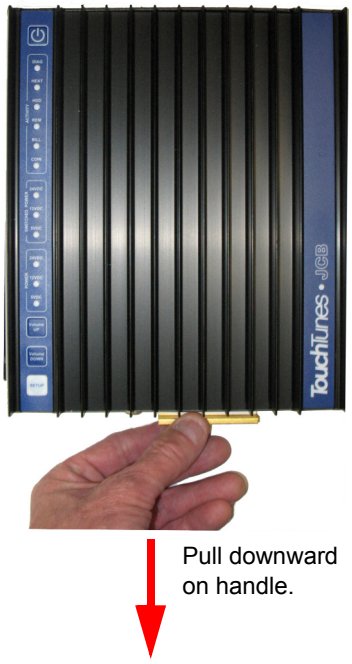
CAUTION: Using a screwdriver applies significantly more torque than hand-tightening.
Do not over-tighten.



Tightening the Thumb Screw

WARNING: Do not, under any circumstances, attempt to force the wrong type of hard drive into the HD slot of your jukebox computer. By doing so, you risk serious damage to the hard drive and the computer.

9. Test whether the hard drive is firmly seated by pulling down firmly on the handle of the hard drive tray.



Verifying that Drive is Firmly Seated

The hard drive is secured properly when:

- The thumb screw is completely compressed and covered by the cowl head of the thumbs screw (i.e., the spring is not visible).

- There is no gap between the edge of the hard drive tray and the JCB.
- There is no play between the hard drive and the JCB when you pull downward on the handle of the hard drive tray.

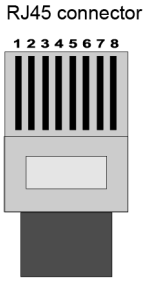
If you detect any play in the hard drive tray, then, using a slot-head screwdriver, tighten the thumb screw firmly into the JCB and test again until no play is detected.

Connecting the Ovation II to the Broadband Network (Internet)

To connect the Ovation II to the broadband network:

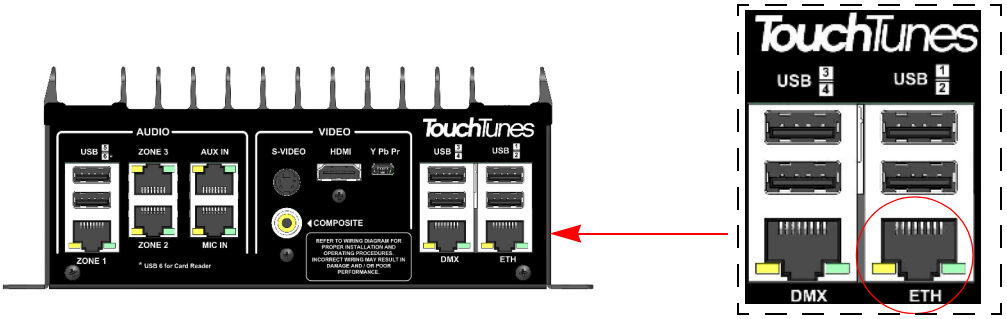
1. Unlock and open the jukebox, as described in “Opening the Main Enclosure” on page 10.
2. Ensure that the strain-relief bracket is in the open position, as described in “Accessing the cable channel for the Ovation II” on page 11.
3. Locate the RJ-45 Ethernet cable for the broadband connection.
   The cable used for a broadband connection is straight-wired Ethernet cable with RJ-45 connectors at both ends. You can either purchase this cable from an electronics store or wire it yourself using the following pinout guide.

Wire Color at Near End	Pin at Near End	Pin at Far End	Wire Color at Far End
White + Orange	1	1	White + Orange
Orange	2	2	Orange
White + Green	3	3	White + Green
Blue	4	4	Blue
White + Blue	5	5	White + Blue
Green	6	6	Green
White + Brown	7	7	White + Brown
Brown	8	8	Brown



4. Connect either end of the cable to the broadband modem or router.
5. Route the free end of the cable in to the jukebox through the cable channel.

6. Connect the free end of the cable to the port labelled **ETH** on the top panel of the JCB.



Top panel: area enlarged

Connecting Ovation II to the network

The physical connection from the jukebox to the broadband network is now complete. You will later configure the communications settings for the broadband network so the Ovation II can contact the TouchTunes server using this connection.

Connecting Audio Speakers to the Ovation II

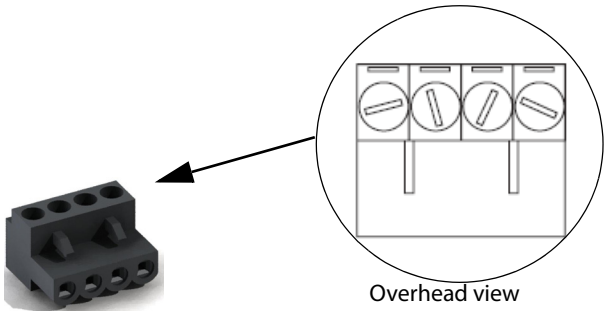
The Ovation II does not include internal mounted speakers. To connect external speakers to the Ovation II's amplifier, you must use the 4-pin Euroblock connector (part no. 100000-001).

CAUTION: The Ovation II's DA415 amplifier has been specifically designed for use with 4-ohm speakers. Using speakers of a lower impedance may cause severe damage to the amplifier.
Furthermore, if 8-ohm speakers are to be used, they must be wired in parallel in order to provide a 4-ohm load to the amplifier.

CAUTION: Bose model 141 speakers will not function with the Ovation II's DA415 amplifier. Do not attempt connection of these speakers.
Similarly, wiring two pairs of Bose model 301 speakers in parallel will result in unsatisfactory performance and may cause damage to your equipment.

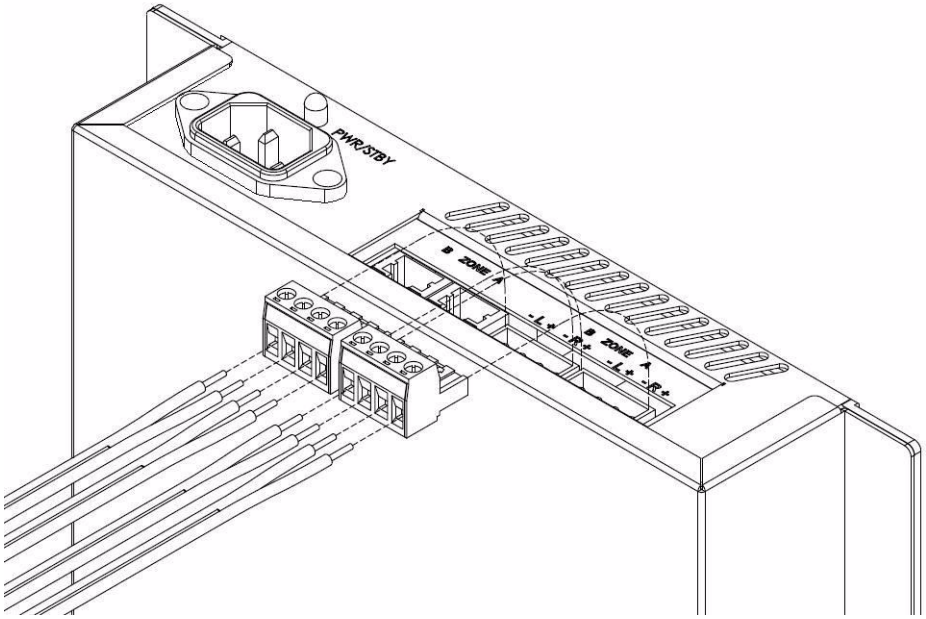
1. Prepare the speaker wires by stripping the ends of the 4 connector wires, exposing approximately 1/4" of wire.
2. Locate the supplied four-slot Euroblock connector.

3. Loosen the screws along the top of the connector using a flat-head screwdriver, if necessary.



Euroblock terminals

4. Wire the ends of the speaker wires to the Euroblock connector using the following figure as a guide.



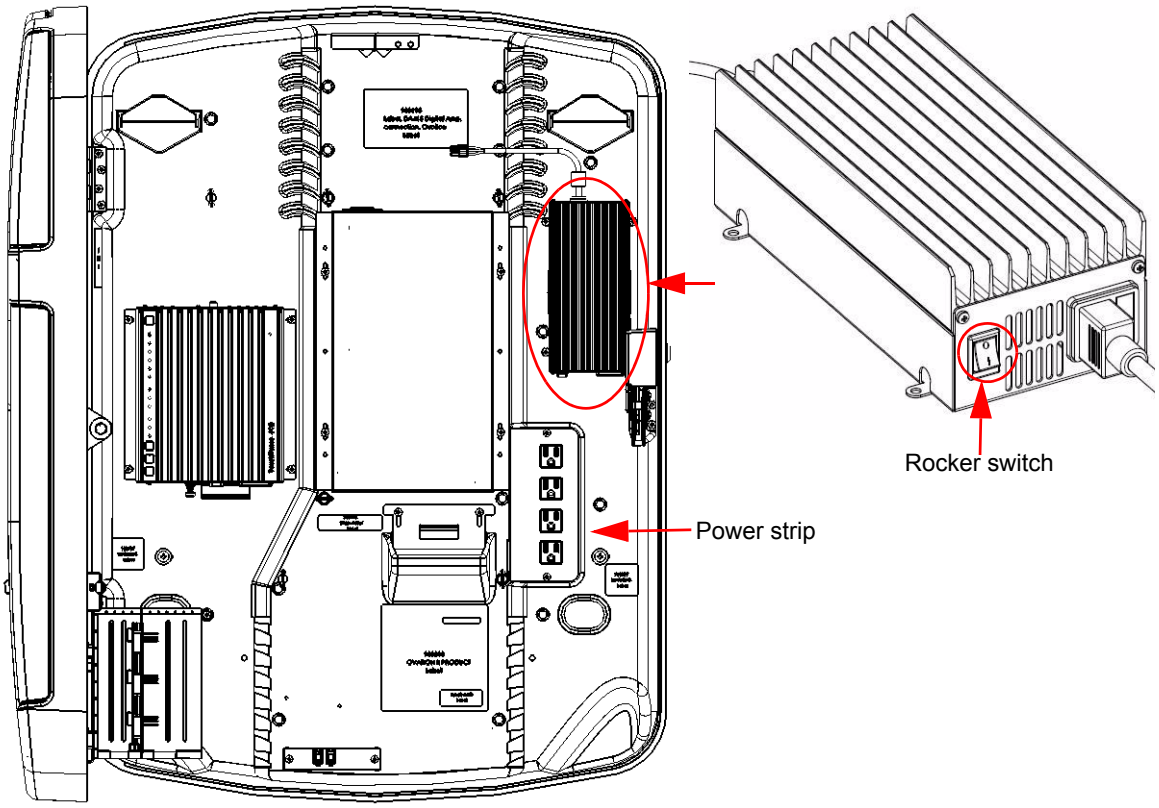
Speaker Wiring

5. Using a flat-head screwdriver, tighten the screws of the slots to secure the speaker cable to the connector.
6. Attach the Euroblock connector to the connector labelled **Zone A or Zone B** on the amplifier.
7. Route the free end of the cables out of the jukebox through the cable channel.
8. Connect the other end of the cables to the speakers.
9. Ensure that positive terminals on the speaker (marked +) are connected to the positive output terminal on the amplifier and that negative terminals on the speaker (marked –) are connected to the negative output terminal on the amplifier.
   Incorrect connection can result in poor imaging and thin sound.

Connecting Power to the Ovation II

1. Connect the AC power cord from the power strip to a properly grounded (3-prong) electrical outlet.

2. Set the power rocker switch on the underside of the Ovation II's power supply to ON.



Power Supply and Power Strip

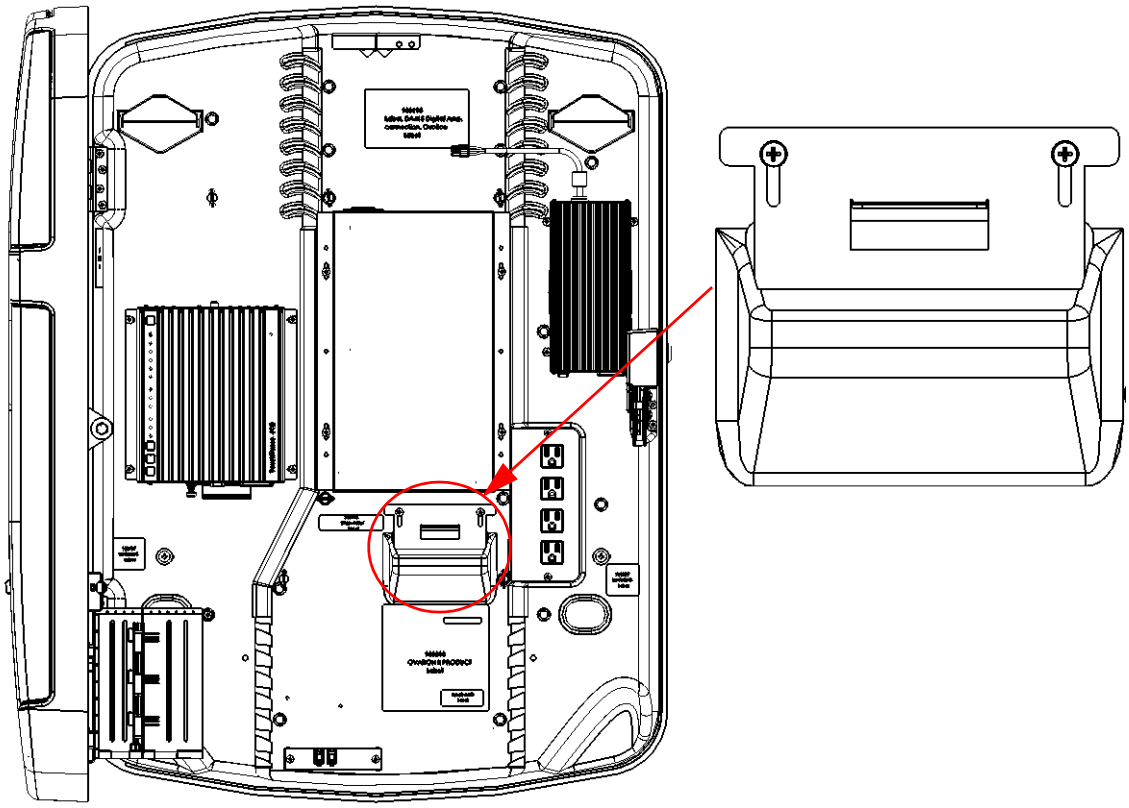
The jukebox's computer powers up, checks the jukebox hardware components and then begins loading its system software.

Tightening the Wire Strain-Relief Bracket

All cables are now connected to the jukebox. You tighten the wire strain-relief bracket to secure these cables before closing the Ovation II.

1. (Optional) Pull in and hold a short length (1 - 2 inches) of each cable running through the cable channel to ensure all cables in the jukebox have some slack.
2. Using a screwdriver, loosen the screws for the wire-strain relief bracket so you can adjust the bracket.

3. Adjust the wire-strain relief bracket until both of the following conditions are met:
   - The bracket presses against and holds all of the cables coming into the jukebox through the cable channel to maintain slack for each cable.
   - The bracket partially closes the cable channel opening to the jukebox to prevent dust from entering the Ovation II.



Adjusting the Strain-Relief Bracket to Close the Cable Channel

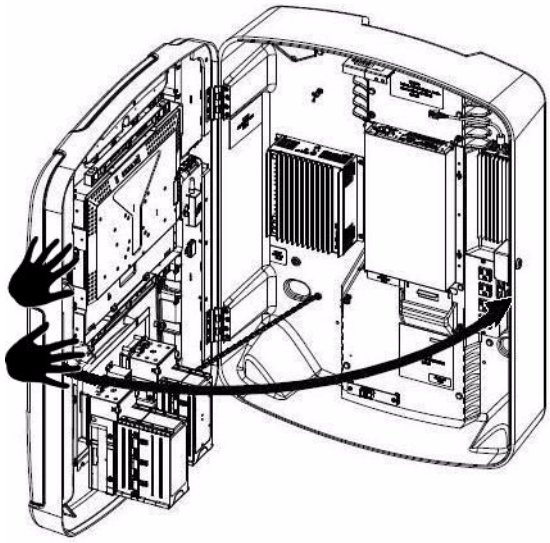
4. Tighten the screws for the wire-strain relief bracket to hold the bracket in position.

CAUTION: Do not over-torque the screws; doing so may damage the bracket, hampering it from sliding smoothly.

Closing the Ovation II Case

Once you have turned on the Ovation II, close and lock its case.

1. Close the Ovation II case by gently swinging it shut and then pressing on its front face to engage the locking mechanism.



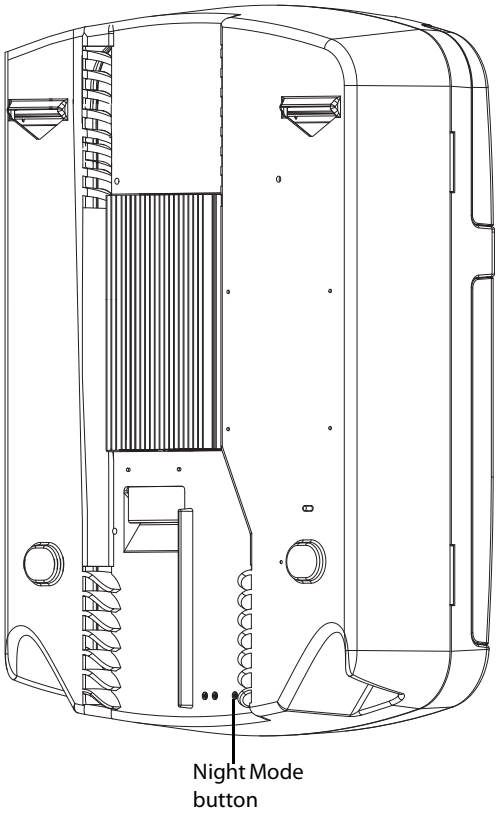
Closing the Ovation II Case

2. Secure the Ovation II by using the key to lock its case.

Activating the Ovation II Screen

When you power up a jukebox for the first time, it automatically goes into *night mode*: the JCB and other internal components of the jukebox are running, but the touchscreen, audio system and lights for the jukebox are disabled. Bring the jukebox out of night mode and activate its screen before setting up the jukebox.

1. Press the **Night Mode** button on the rear of the jukebox.



Locating the Night Mode Button

Note: Buttons may be slightly recessed.

When you press this button, the touchscreen, lights and audio system for the jukebox are activated. You can now use the touchscreen to activate the jukebox and configure its settings using the system software.

2. Follow the procedure in "*Activating the Jukebox*" to configure and initiate communications with the TouchTunes server and activate the jukebox.

5 Activating the Jukebox

This section describes how to activate your TouchTunes Ovation II jukebox after you have completed the hardware installation.

Activation Procedure

In general, activation of your jukebox involves the steps listed in this section. Step-by-step procedures are elaborated on in the rest of the document.

1. Power on the jukebox.
2. Proceed through the installation screens:

Power on the Jukebox

WARNING: During the following procedures, there may be periods during which the jukebox appears not to be responding.
Booting the system with the new Gen 3 hard drive may take up to ten (10) minutes, and the screen may be blank for up to 90 seconds during the installation procedure.
It is extremely important that you do not power down or attempt to reboot the jukebox during this procedure, or you will risk corrupting and rendering the hard drive unusable.

1. Power on the JCB, as described in “Connecting Power to the Ovation II” on page 31.
2. Power on the jukebox, as described in “Activating the Ovation II Screen” on page 33.

The Jukebox Software initialization screen appears indicating that the jukebox is starting the installation process.

Jukebox Software Initialization Screen

Configure the Jukebox

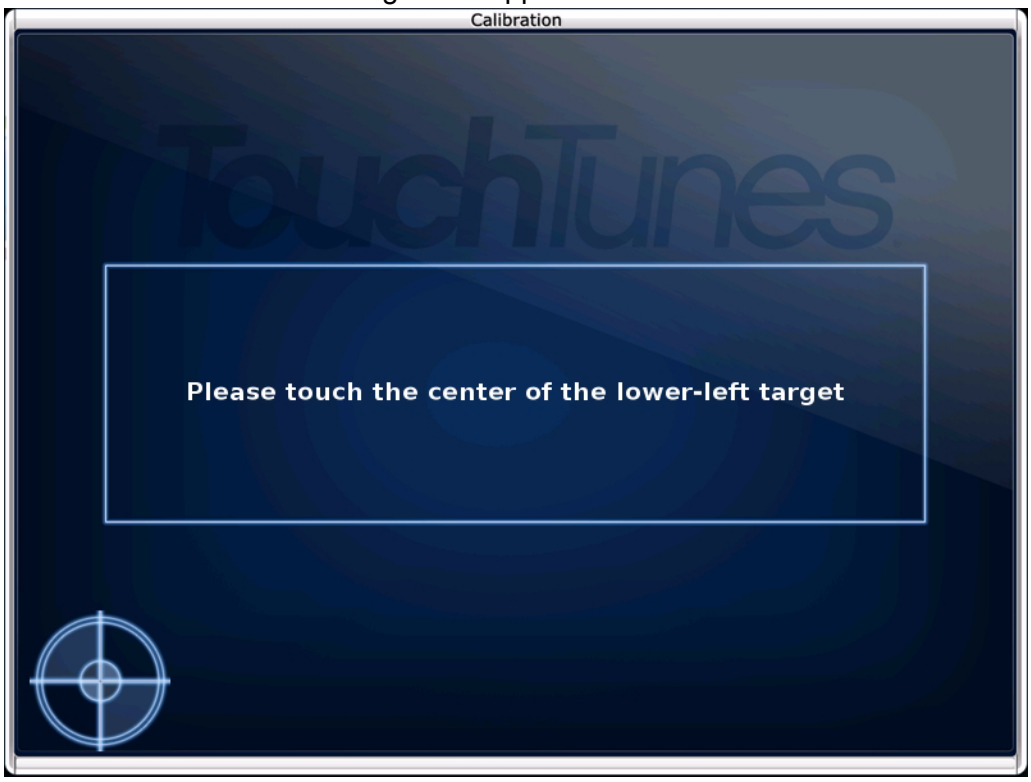
After the jukebox has initialized, the Calibration screen appears.

Note: If there is a corruption in the jukebox's ID chip or other serious error, the Calibration screen will not appear but rather an error will be indicated. See "Encountering a Serious System Error" on page 45.

Calibrate the Touchscreen as Required

1. Touch the center of the target that appears on the upper-left of the screen.
2. Touch the center of the target that appears on the lower-right of the screen.

3. Touch the center of the target that appears on the lower-left of the screen.



Calibration Screen

The Settings screen appears.

Select Settings to Use

In the Settings screen, you select where to get the jukebox settings from. Settings include mixer levels, credit rules, the remote ID, and the other configurable options available from the Operator interface or via the TouchTunes Dashboard.

Languages

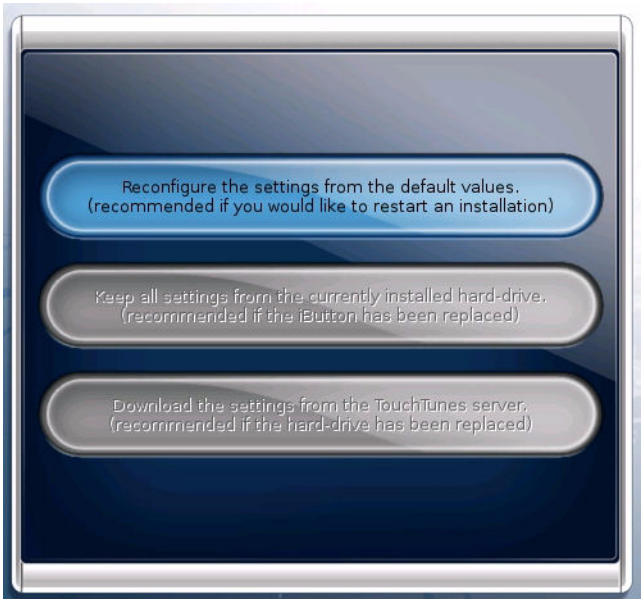
The Languages screen enables you to select a primary (default) language and an optional second language for the customer interface.

Languages Screen

- Make your language selection(s), and then press **Apply** to continue.

Settings

1. Touch one of the following:



Settings Screen

Note: For new Gen 3 jukeboxes, the only available option is the first one—the second and third options are provided for cases where the hard drive has been replaced, such as when

migrating from previous-generation to Gen 3 software. When an option is not available, it is grayed out and cannot be selected.

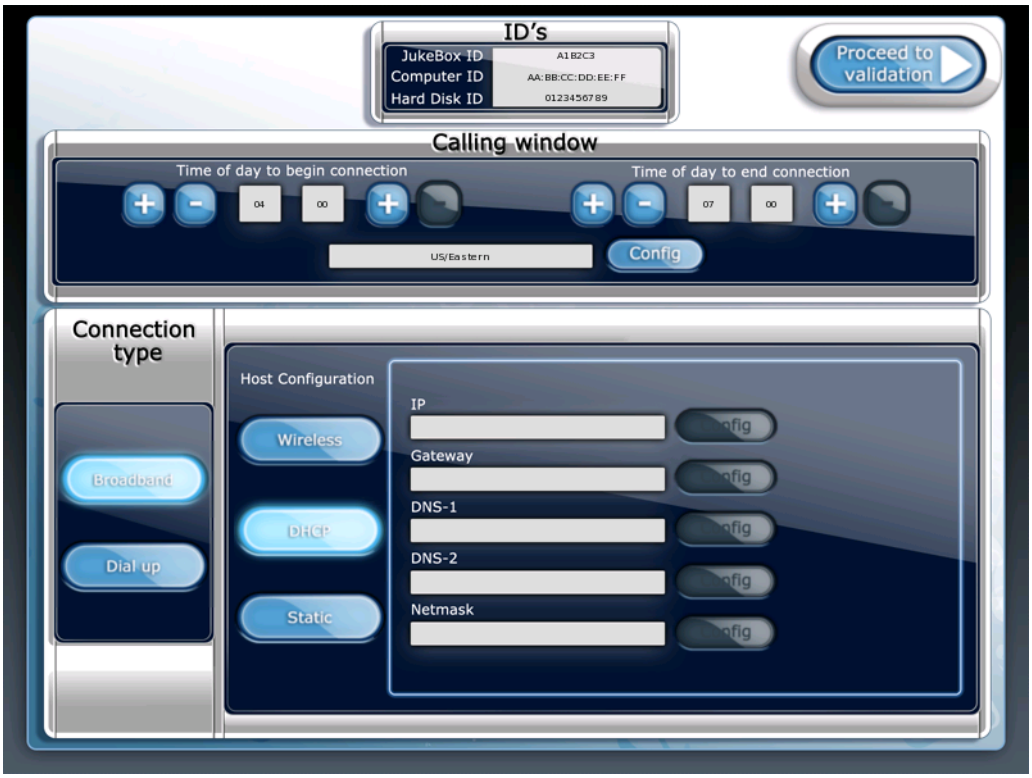
- **Reconfigure the settings from the default values:** Touch to reset all setting values to the factory defaults. When installing the Jukebox Software on a jukebox with a new ID chip and hard-drive, this is the only option available.
- **Keep all settings from the currently installed hard-drive:** Touch to preserve the settings from the hard-drive. For example, use this option if you replaced the ID chip, or if you are swapping in a hard-drive onto which software has been previously installed. In both these cases the jukebox detects a hardware change, and can retrieve the settings from the hard-drive. This option is not available if you have installed a new hard-drive into the jukebox.
- **Download the settings from the TouchTunes server:** Touch to retrieve the settings from the TouchTunes server. For example, use this option on a jukebox where the software has been previously installed, where the ID chip stays in place, but a new hard-drive is swapped in. In this case the jukebox retrieves the settings for the jukebox corresponding to the identification number in the ID chip This option is not available if a new ID chip has been installed on the jukebox.

OPTIONAL: Go Back to the Settings Screen

2. If you chose the Keep all settings from the currently installed hard-drive or Download the settings from the TouchTunes server options in the Settings screen, the **BACK** button is available in the Communication screen that appears. You can touch the **BACK** button to return to the Settings screen. You might do this, for example, if you decide to reset the settings to factory defaults instead of keeping the hard-drive settings.

Choose the Calling Window and Connection Type

Once you have selected your settings, the **Calling Window and Connection Type** screen displays, enabling you to select the times and type of connection the jukebox will use to communicate with the TouchTunes server.

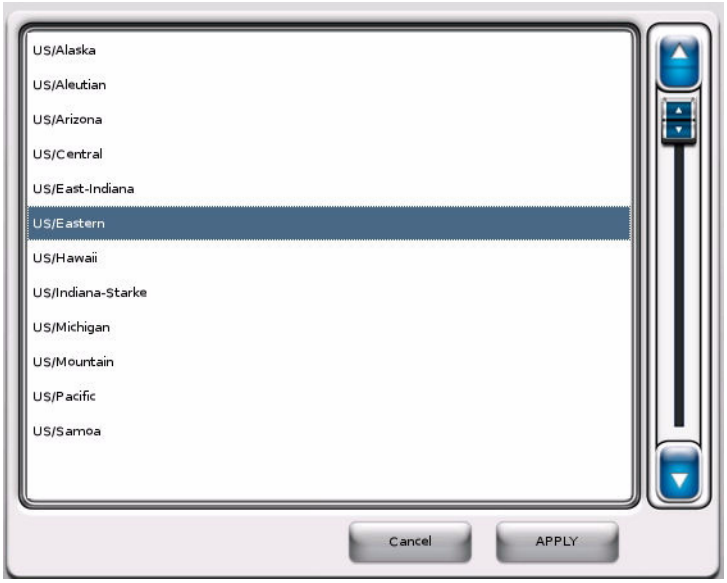


Calling Window and Connection Type

The **Calling window** controls allow you to specify the nightly time range during which the jukebox will communicate with the TouchTunes server. Use the corresponding plus (+) and minus (-) buttons to specify the starting and ending times for communication.

- **Time of day to begin connection:** Set this to one half hour after the location is locked up for the night (i.e., the time the last person leaves and locks the front door). The half hour gives you a buffer in case things are running late one night.
- **Time of day to end communication**: Set this to one half hour before the earliest person arrives and enters the location.

• **Config:** Use this button to display a scrolled window (as shown below) from which you can select the location's time zone. Use the scrolling controls to move up and down through the list, touch a time zone to select it, and then press **APPLY**.



Time Zone Selection

The **Connection type** controls allow you to choose the type of network connection for the jukebox. Depending on your selection, different settings will display in the lower area of the screen, allowing you to specify connection parameters.

To choose a dynamic (DHCP) broadband connection:

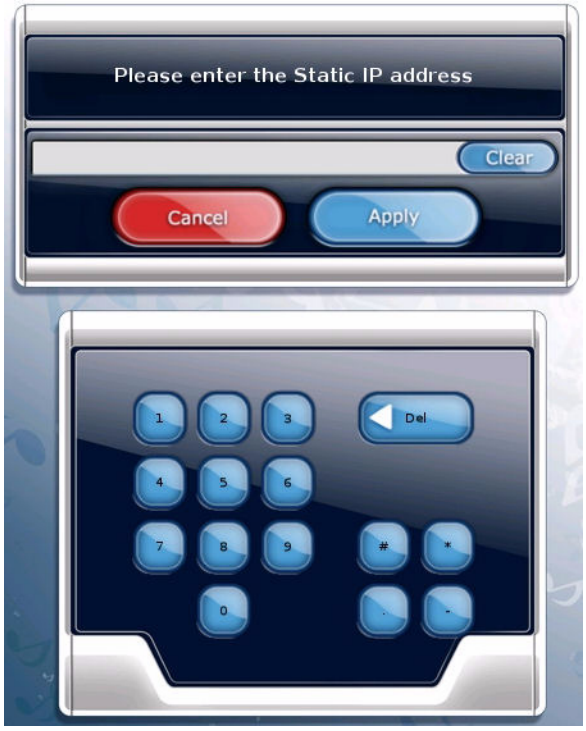
1. Select **DHCP** to obtain an IP address automatically from the ISP or the location's router.
2. Touch **Proceed to Validation** at the upper right-hand area of the screen to proceed to the Communications screen.

Proceed to validation

To choose a static broadband connection:

1. Select **Static** to assign a static IP address, and then enter all configuration parameters as supplied by the ISP.
   The screen refreshes, with all **Config** buttons enabled to allow you to enter the required information.
2. Select the **Config** button associated with the **IP** field.

A window with a numeric keypad displays.



Static IP Address Configuration Window

3. Using the keypad, type in the static IP address supplied by the ISP.

   Note: The pound (**#**), asterisk (*****), and minus (**-**) keys are used for entering dial-up information only, and are not used when entering data for a broadband connection.

   • Use the period (**.**) key to delimit the individual fields of the IP address.

   • If you make a mistake, use the **Del** key to erase the input, and then re-enter the correct information.

   • Use the **Clear** key to erase the entire contents of the IP address field.

   • Use the **Cancel** key to cancel the operation and return to the Calling Window and Connection Type screen.

4. When you have finished entering the IP address, press **Apply**.
5. Enter the **Gateway**, **DNS-1**, **DNS-2**, and **Netmask** information supplied by the ISP by using the associated Config buttons and numeric keypad windows.
6. When you have entered information in all the required fields, touch **Proceed to validation** at the upper right-hand area of the Calling Window and Connection Type screen to proceed to the Communications screen.

Proceed to validation

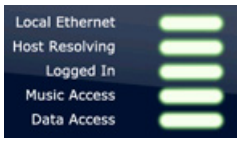
Monitor the Communication Screen

1. Monitor the Communication screen that appears:

Communication Screen

The Communication screen indicates the progress of the jukebox as it attempts to communicate with the TouchTunes server. Network status LED indicators display the success or failure of each communication step, with corresponding information appearing in the Activity messages.

2. Monitor the Network status LED indicators:



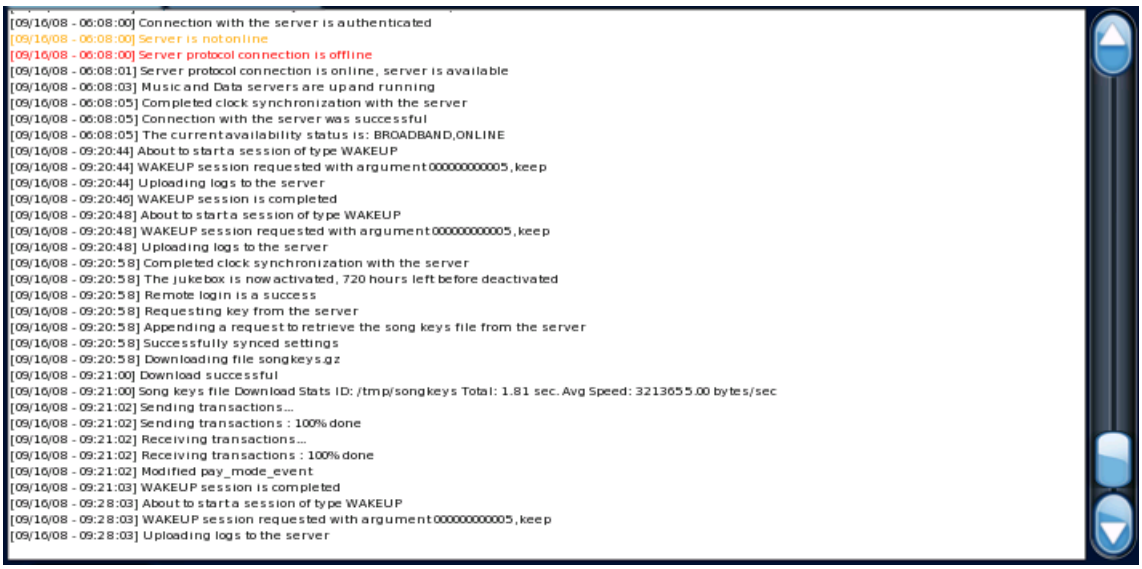
Network Status LED Indicators

- **Local Ethernet:** Indicates whether an ethernet cable is properly connected to the jukebox, and the jukebox is receiving a signal from it.
- **Host Resolving:** Indicates whether the jukebox is connected to the internet.
- **Logged In:** Indicates whether the jukebox is logged into the TouchTunes server. The jukebox must be able to log into the TouchTunes server to receive activation information and perform transactions, such as returning daily sales information.
- **Music Access:** Indicates whether the jukebox can access music from the TouchTunes server. The jukebox must have music access to download new songs.
- **Data Access:** Indicates whether the jukebox can communicate with TouchTunes server to receive updates from the TouchTunes Dashboard. The jukebox must have

data access to receive any new settings you may have made to it via the TouchTunes Dashboard.

For installation and activation, the jukebox needs the Logged In, Music Access and Data Access LED indicators to be green. There may be cases where one of the access types is offline. After activation, the jukebox will still function if one of these is offline, but there may be some temporary reduced functionality. For example, if there is maintenance being performed to the TouchTunes Dashboard on the TouchTunes server, data access may be offline. In this case, the jukebox will still be able to receive new music, but any settings you make for it via the TouchTunes Dashboard will not be registered on the jukebox until data access is restored.

3. Verify the information in the Activity messages:



Activity Status Screen

If necessary, do one of the following:

- To scroll the Activity Status window, drag the scroll bar up or down.
- To scroll up in the Activity Status window, touch the button.
- To scroll down in the Activity Status window, touch the button.

When the jukebox is fully initialized, the Attract Screen of the Customer Interface displays.

Error Scenarios

During installation, errors could occur if there has been damage to the jukebox hardware, or corruptions in its software. Under normal circumstances, these should be rare.
The following are a couple of the error scenarios which could occur.

Encountering a Corruption in the ID Chip or Hard-Drive

A corruption in the ID chip or hard-drive could result in the jukebox being unable to play songs on the hard-drive. In this case, the jukebox must download some information from the TouchTunes server to fix the problem. When the jukebox is started, the Communication

screen appears indicating it is downloading the required file, and then boots into the Customer interface.

Encountering a Serious System Error

Under serious conditions—whether major system problems with hardware or software—an error screen appears upon jukebox initialization indicating that you should contact TouchTunes, as no other action can be taken. See “Contacting TouchTunes” on page 4.

6 Post-installation

This section describes how to set up and test your TouchTunes

Ovation II jukebox after you have completed the hardware installation

and software activation.

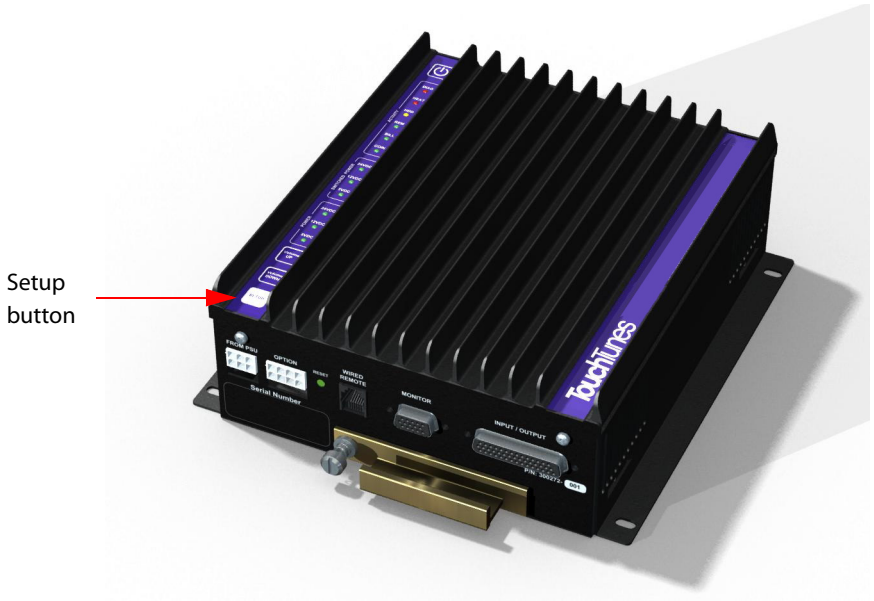
Activating the Operator Interface

The Operator interface is composed of all the screens that you reach via the Operator menu.

To activate the Operator Interface:

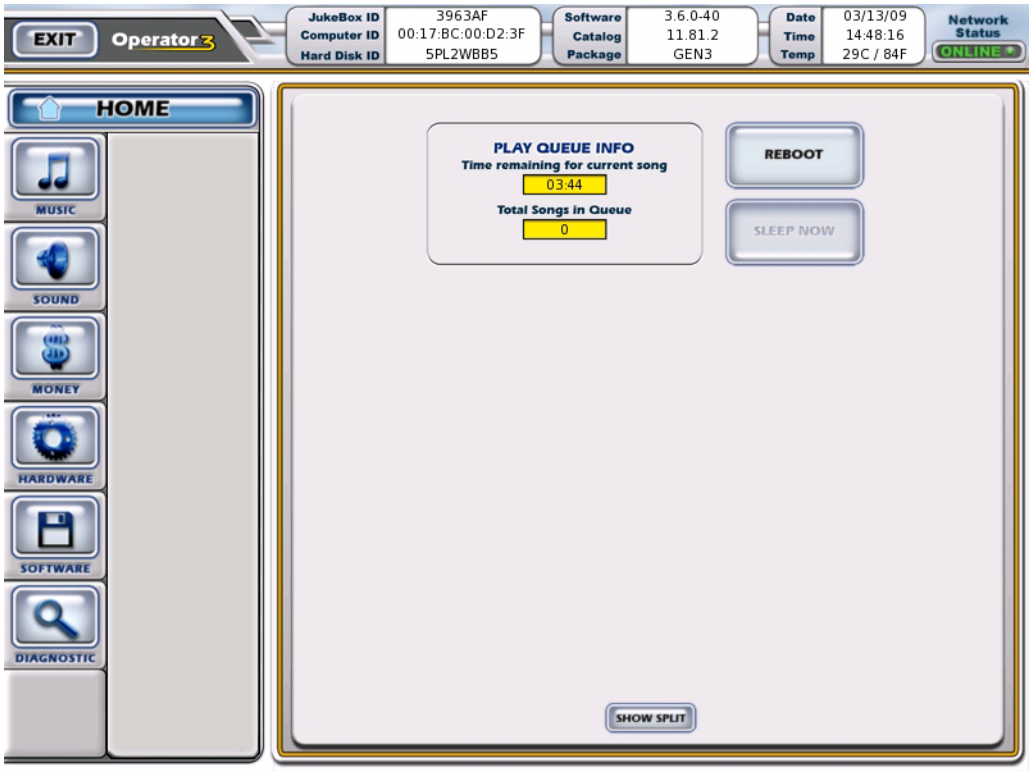
1. Locate the Setup button on the front panel of the JCB.

   The Setup button is located at the bottom of the set of controls and indicators on the left-hand side of the JCB.



Locating the Setup button

2. Press and release the Setup button.
   The jukebox displays the Operator main menu.



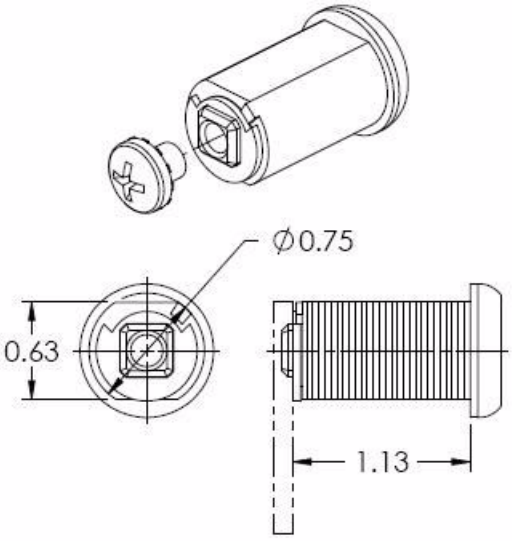
Operator Main Menu

The Operator main menu is the root menu from which you can access all the other screens of the operator interface.

Replacing the Lock for the Ovation II

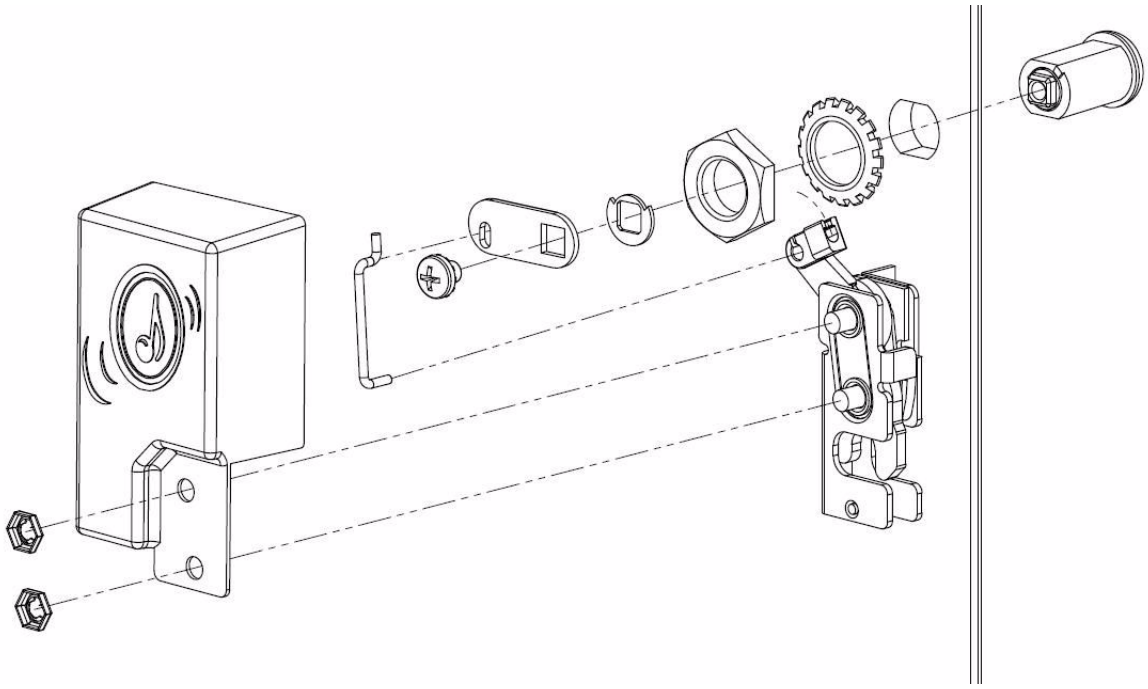
By default, locks for all TouchTunes Ovation II jukeboxes are keyed exactly alike. You can replace the pre-installed tubular cam lock (p/n 400279-001) in any TouchTunes jukebox with another lock that is keyed differently. Replacing the lock in each jukebox improves on-site security and significantly reduces the chance of someone breaking in to the Ovation II.

The locks shipped with TouchTunes jukeboxes are tubular cam locks with dimensions shown in the following diagram. Ensure any replacement locks have the same dimensions before performing the following procedure.



Dimensions of Lock

Use the following exploded view to assist you when replacing the lock.

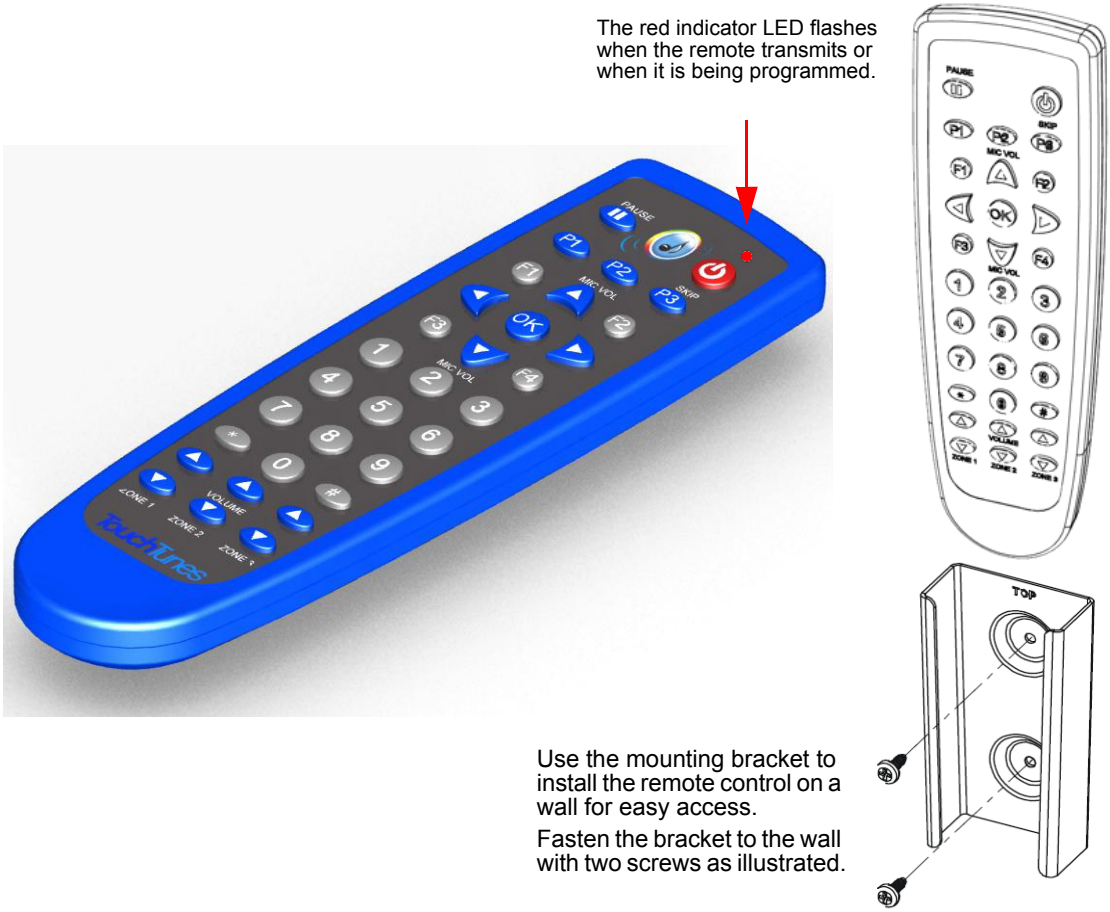


Ovation II Lock Exploded View

Setting Up the Remote Control

The wireless remote control is a single-frequency remote that transmits a 433.92 MHz (FSK) signal.

The red indicator LED flashes when the remote transmits or when it is being programmed.



Use the mounting bracket to install the remote control on a wall for easy access.

Fasten the bracket to the wall with two screws as illustrated.

Single-Frequency Wireless Remote

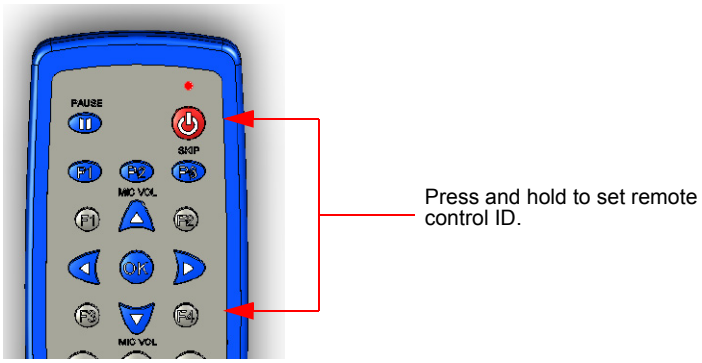
The remote control is RF-based. This eliminates the need to point it directly at the jukebox when using it. It has a range of up to 200 feet depending on the type of the obstructions between it and the jukebox. Concrete and metal provide more of a barrier than wood or plaster. The remote control can also be affected by interference from other RF-based devices.

The remote control is powered by two 1.5V AAA batteries. Insert the batteries in the compartment on the rear of the remote. Use only high-quality alkaline batteries.

Setting the Remote Control ID

By default, the remote control ID is set to 000. To change it, do the following:

1. Press the ***POWER*** and ***F4*** keys at the same time and hold them down until the red indicator light blinks two times.

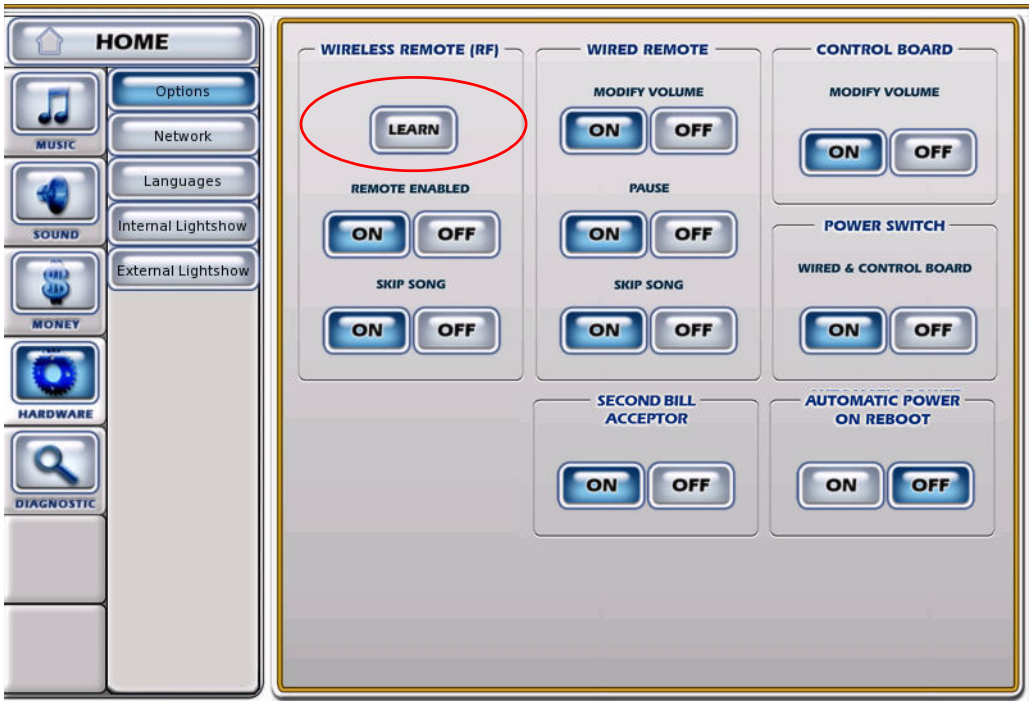


Setting Remote ID

2. Enter the new three-digit code to use. The new code must be in the range ***000*** to ***255***.
3. The red indicator light will light up for three seconds to confirm your selection. If you enter an invalid code the light will blink five times.
4. You must now have the jukebox re-learn the remote ID.

Learning the Remote ID

1. On the Operator Interface, open the Hardware Options screen.



2. Press the **LEARN** button.

3. Watch the display. When prompted, press the **MIC VOL UP** key on the remote contrlol.

Press VOL to Identify the Remote

4. The display will show a success message and return to the Options screen.
5. Test the remote by raising and lowering the jukebox volume as it is playing.

Key Assignments and Functionality

The keys on the remote are pre-programmed for the following functions.

Key	Function
Power	Press to turn the jukebox monitor and audio subsystem on or off. The jukebox computer remains on. Equivalent to pressing the Night Mode button on the jukebox (not available on all models).
Pause PAUSE	Pauses the jukebox.
Numeric keys 0 - 9	Used to program the remote and for future use.
MIC VOL MIC VOL MIC VOL	Raises and lowers the volume of the microphone within the limits set on the Mixer Settings screen.
P1 P1	Give promotional credit: Press and release this button to add a credit to the jukebox. Credits are deducted from the promotional credit count. The promotional credit feature is enabled/disabled on the Credit Settings screen.
P2 P2	For future use.
P3/Skip SKIP P3	Skip song: Quickly press and release this button to stop playing the current song and immediately skip forward to the next song in the queue. The skip song feature is enabled/disabled on the System Settings screen. Flush play queue: Press and hold this button for four seconds to flush the entire play queue.
VOLUME ZONE 1, 2, 3 ZONE 1 ZONE 2 ZONE 3	Raises and lowers the volume of the selected zone within the limits set on the Sound Mixer screen.

Key	Function
F1, F2, F3, F4	For future use.
Left-arrow, right-arrow, OK	For future use.

PlayPorTT Key Assignment

The new remote is pre-programmed to release PlayPorTT handheld game consoles from their docking stations using a special sequence of key strokes.

To release a PlayPorTT from its dock:

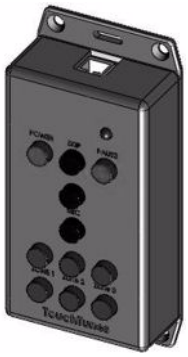
1. On the remote, press the asterisk (*) key and then enter the number 100.
   A window prompting you for the Unit ID of the PlayPorTT displays on the jukebox's screen.

Note: The PlayPorTT ID must always be entered as a two-digit number, for example, for unit 2, you must enter "02".

2. Enter the unit ID of the unit to be released using the numeric keypad, and then press the pound (#) key.
   The locking mechanism on the dock of the selected PlayPorTT disengages, allowing you to remove the unit.

Installing the Optional Wired Remote

TouchTunes makes available as an option a wall-mountable wired remote control (p/n 700038-001).

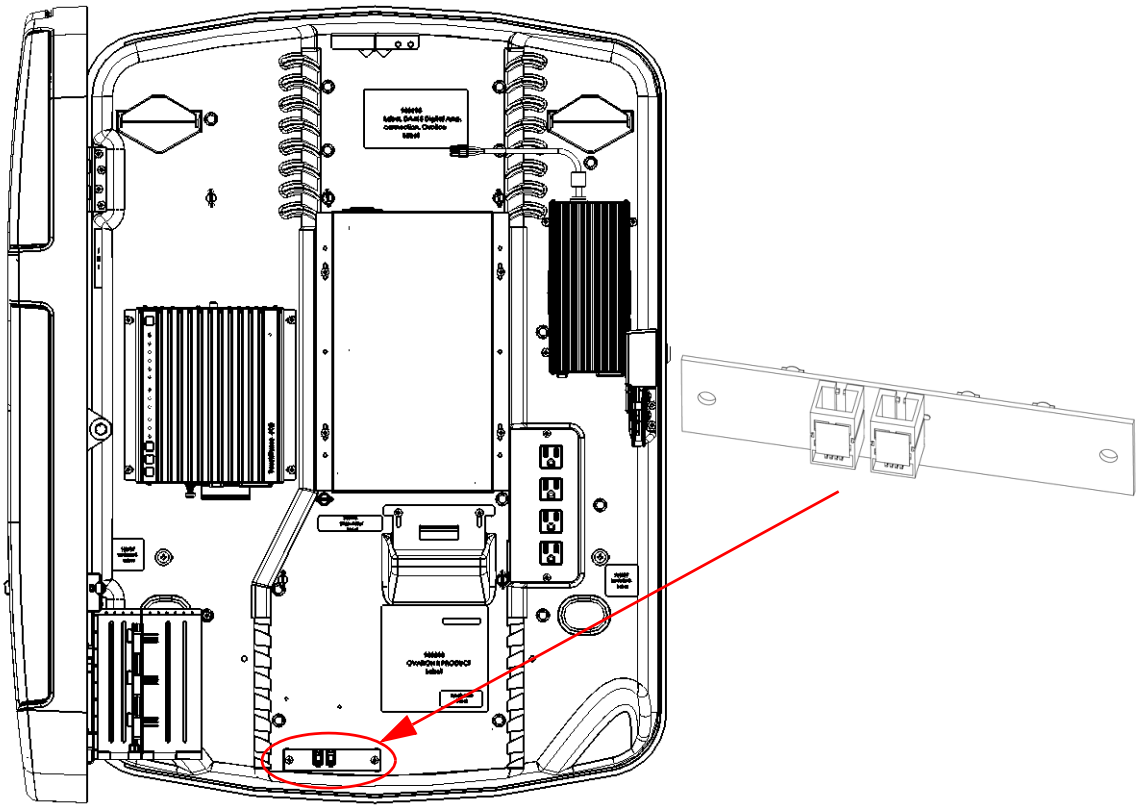


Wired Remote

To install the wired remote:

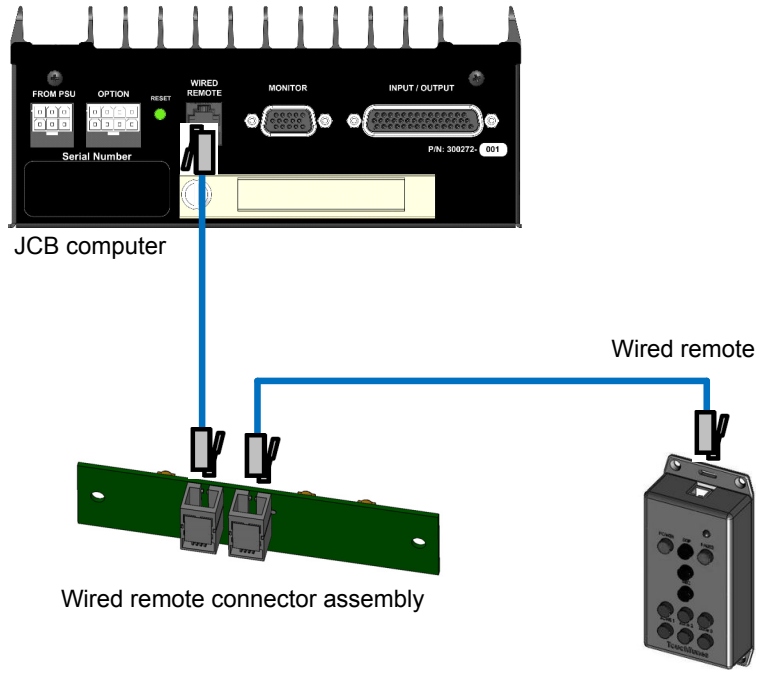
1. Choose a location that is suitable and convenient for access by location staff, but is not accessible by patrons.
2. Fasten the remote to a wall or other suitable mounting surface with the 4 screws provided.

3. Connect one end of a RJ11 flat cable to its connector on the wired remote.
4. Open the Ovation II and loosen the strain relief bracket for the cable access channel.
5. Route the other end of the cable through the cable channel into the Ovation II·
6. Locate the wired remote connector assembly at the bottom of the Ovation II's case.



Wired Remote Connector Assembly

7. Connect the RJ11 cable to the connector on the right hand side of the assembly.



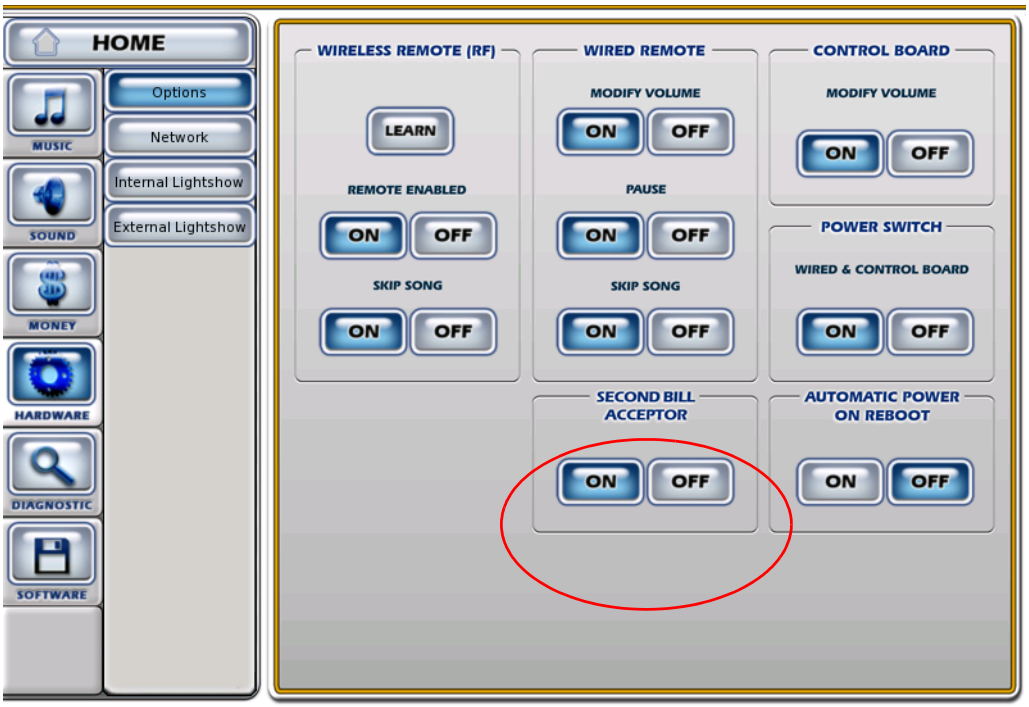
Wired Remote Connection Diagram

8. Connect one end of another RJ11 cable to the connector on the left-hand side of the assembly.
9. Connect the other end of that cable to the port labelled **WIRED REMOTE** on the JCB.

Note: Any standard 4-wire phone extension cable can be used.
Always run cables from external equipment into the jukebox through the cable channel.

Configuring the Bill Acceptor(s)

1. On the Operator Interface, open the Hardware Options screen.



Hardware Options screen

From this menu, you can configure the jukebox to use two bill acceptors or one. By default, this option is turned **ON**.

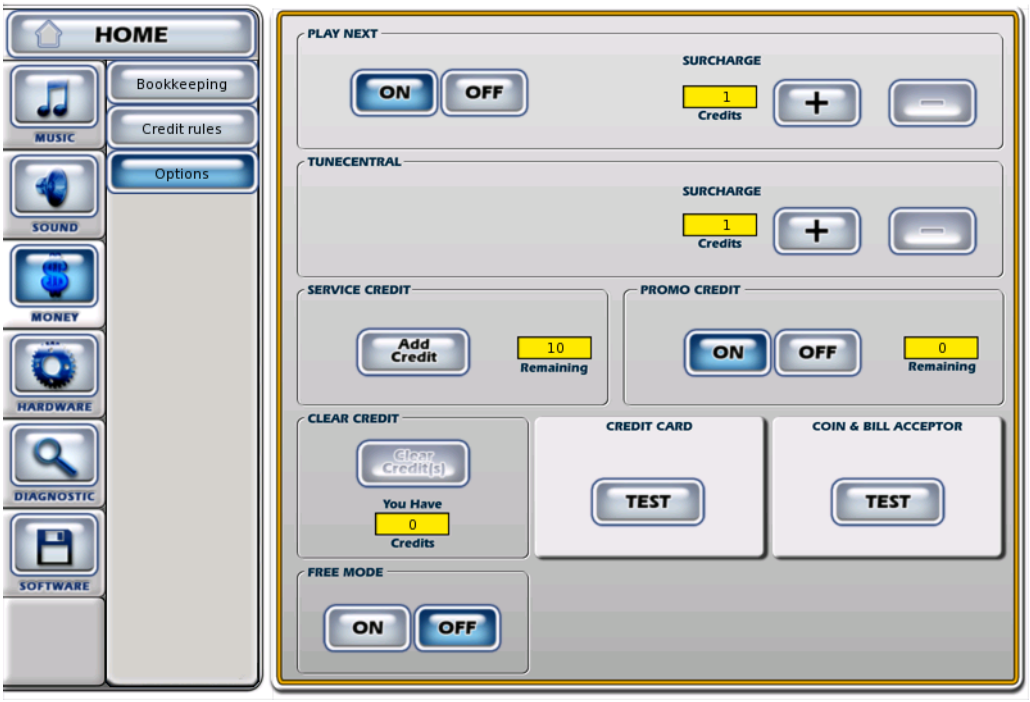
- If your jukebox has a single bill acceptor, you must turn this option **OFF**.
- If your jukebox has dual bill acceptors, you must ensure that this option is turned **ON**.

Testing the Payment Acceptors

You verify that the bill acceptor, coin acceptor, and credit card reader are functioning properly using testing controls on the Money | Options screen of the Operator Interface. To display the Money | Options screen:

1. Activate the Operator Interface, as described in “Activating the Operator Interface” on page 47.
2. Select The Money menu, and then press the **Options** button.

The Money | Options screen displays.

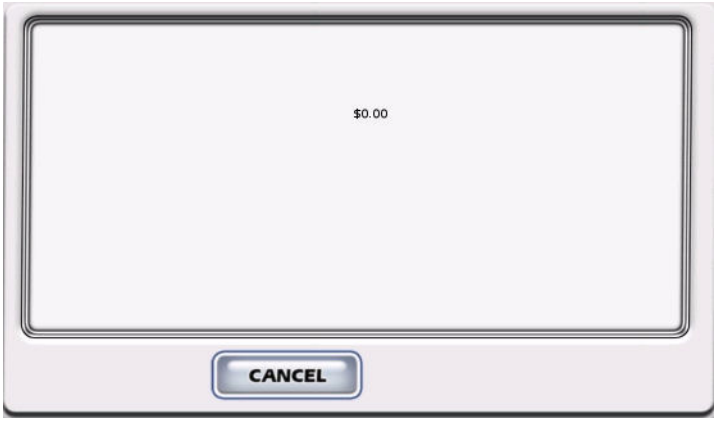


Money | Options screen

Testing the Bill and Coin Acceptors

To test the bill acceptor:

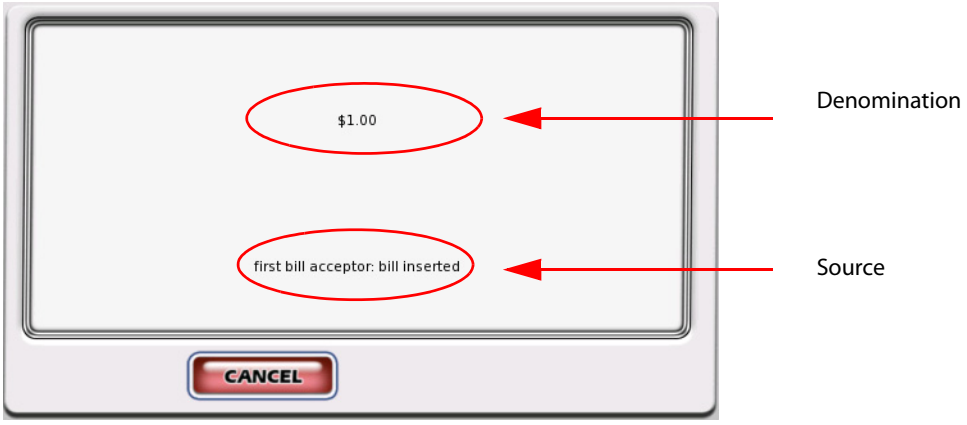
1. In the **COIN & BILL ACCEPTOR** area, press the **TEST** button.
   The test screen appears.



Bill and Coin Acceptor Test Screen

2. Insert a bill into the bill acceptor.

The screen refreshes, indicating the denomination of the bill that was inserted, as well as the origin of the bill (first or second bill acceptor).



Acceptor Status Message

By default, the bill acceptor is configured as follows:

- Accepts $1, $5, $10, and $20 bills only.
- Four-way bill direction.
- High security bill acceptance.
- Long pulse (do not change this setting).

To change the settings follow the directions on the side of the bill magazine.

3. Make sure that the bill is properly stacked. Instructions for removing the bill are located on the rear of the bill acceptor magazine.

For the coin acceptor-equipped model only:

4. Repeat step 1, and insert a coin into the coin acceptor.

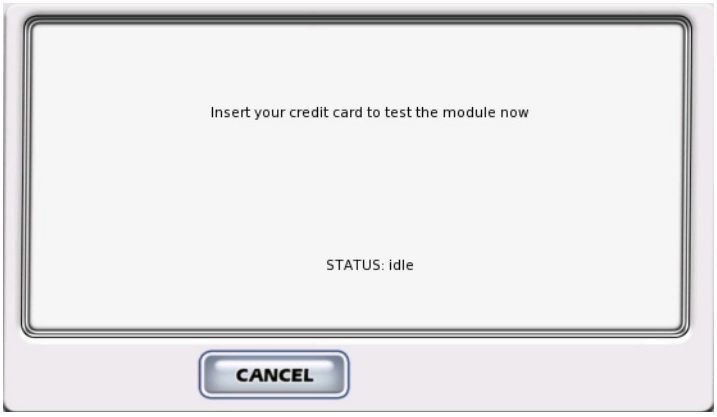
The screen refreshes, indicating the value of the coin that was inserted.

Testing the Credit Card Reader

To test the credit card reader:

1. In the Credit Card area, press **TEST**.

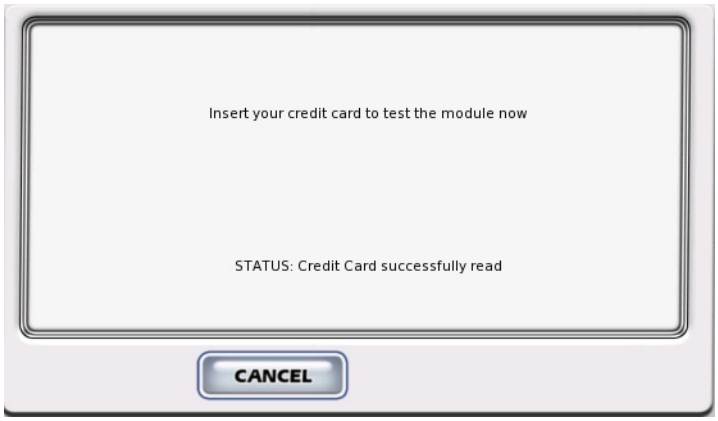
   The Test screen displays.



Credit Card Test Screen

2. Insert a credit card into the card reader with the magnetic strip up and to the right, and then remove your card.

   If your installation is successful, a message displays, as illustrated in the figure below.



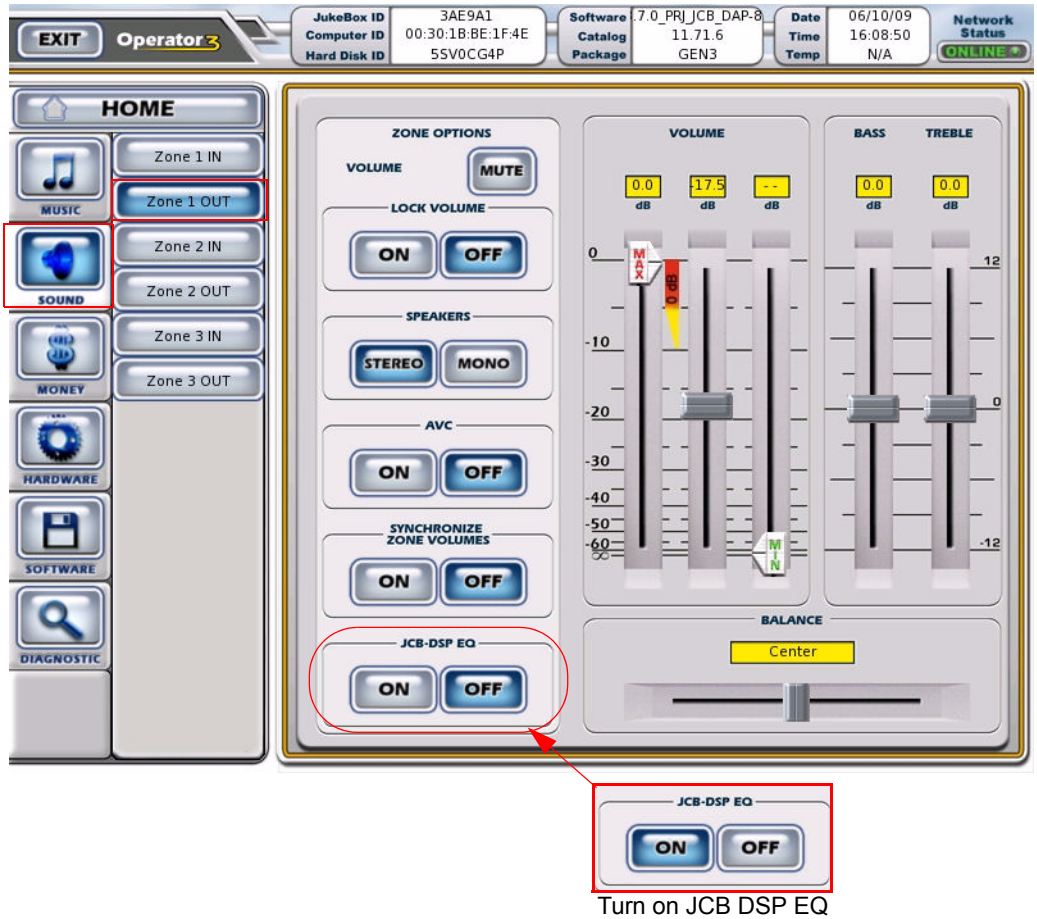
Credit Card Reader Success Message

Enabling DSP Equalization

TouchTunes' newest JCB jukebox computer boasts DSP technology for improved audio quality, equalization, and noise reduction. The DSP EQ feature—individually controllable for all 3 audio zones—is, by default , turned off in the jukebox software and must be turned on via the Operator interface.

To enable DSP EQ:

1. From the main Operator interface, select the **Sound** menu, and then select **Zone 1 Out**.



Turning on DSP EQ

2. In the **JCB DSP EQ** area, select **ON**.

   You can repeat this procedure to turn on DSP EQ for all connected audio zones.

Note: The JCB DSP EQ feature is only available on jukeboxes equipped with the DSP version of the JCB computer. For all other platforms, this feature will be visible on the Operator interface, but the ON/OFF controls will not be selectable (i.e., the buttons will be "grayed out").

Connecting an External Audio Source

The Ovation II can accept input from an external audio device as long as this device has a line level stereo output (from 300mV to 1 V RMS). Most audio devices, such as tape decks, receivers, CD players, or radios have such an output.

CAUTION: The maximum input signal to the jukebox must be 1 volt RMS. This is the standard followed by most audio devices. However, connecting variable audio outputs, like the speaker outputs of an amplifier for example, can damage the jukebox.

The jukebox will automatically switch to the external source under two conditions:

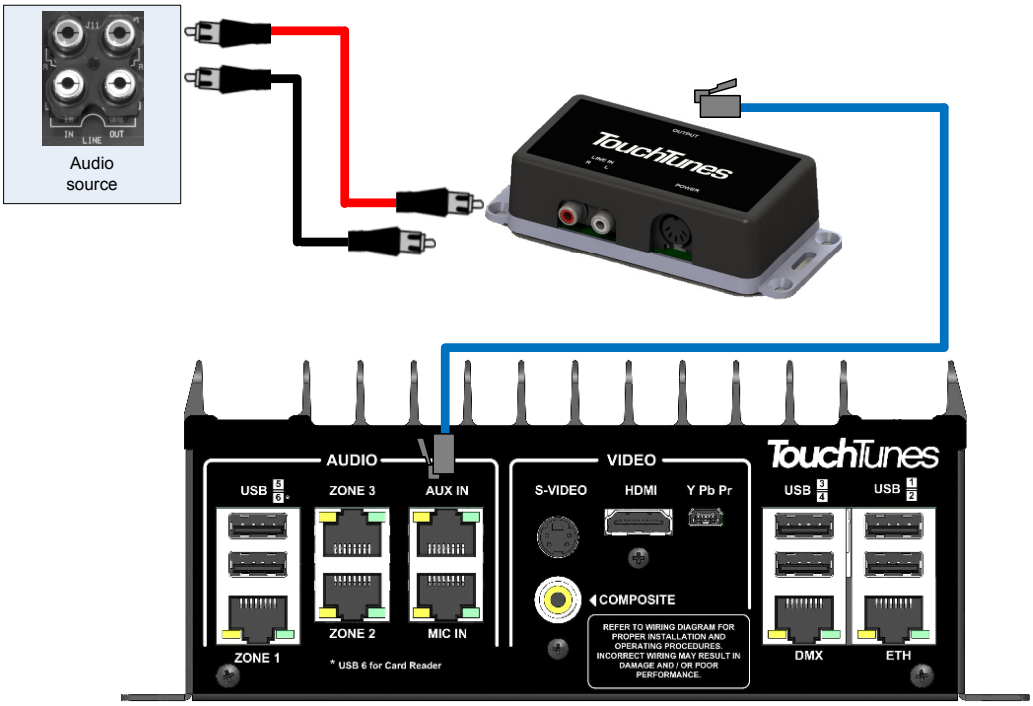
1. When the jukebox is not in use. That is, no songs are currently playing and the jukebox has not been paused.
2. The Background Music feature is not scheduled for the current time.

Requirements

- **Cabling:** Use standard Cat-5 cable.
- **RCA connectors:** Two RCA connectors (male) are required to connect the cable to the DI box. By convention, a red connector is used for the right channel and a white connector is used for the left channel.
- **Location:** Locate the DI box as close as possible to the audio source.
- **Plastic cable ties:** You will need cable ties to secure the wire on exit from the jukebox cabinet.
- **Tools:** You will need tools to install the audio cabling and attach the RCA connectors to it.

Procedure

To connect an external audio source to the Ovation II, you must use the line-input DI box (part no. 700167-001) supplied with your parts kit. Refer to the following figure when performing this procedure.



Connecting an external audio source

1. Connect the RCA connectors from one end of the audio cable to the left and right outputs on the external audio device.
2. Connect the other end of the audio cable to the left and right input RCA jacks on the DI box.
3. Connect one end of a Cat 5 cable to the RJ45 output connector on the DI box.
4. Open either of the cable access ports on the rear of the Ovation II.
5. Route the cable through the cable channel on the rear of the jukebox and then into the jukebox.
6. Plug the other end of the Cat 5 cable into the port labeled **AUX IN** on the computer.
7. Close the cable access channel.
8. Activate the Operator menu and adjust the input gain for the auxiliary device.

Note: If you hear a humming noise after enabling the external audio device, it may be caused by a ground loop. Ground loops can occur when there is more than one path to the electrical ground. A quick way to solve the problem is to install a ground loop isolator on the audio cable that connects the jukebox to the external audio device. TouchTunes recommends the Radio Shack Ground Loop Isolator (catalog number 270-054).

Connecting a Microphone

A microphone can be connected to the jukebox. The jukebox will automatically mute the song that is currently playing when the talk button on the microphone is activated.

Requirements

• **Microphone:** The microphone should be

Balanced	Balanced mics allow for longer cable lengths with less noise.
Low-impedance	To keep noise to a minimum, a mic with impedance less than 600 ohms is preferred. Mics with greater impedance may pick up more noise.
Dry contact (optional)	Sends a signal to the jukebox to indicate that the mic switch has been pressed.

Note: TouchTunes' newly designed MIC box has a bypass switch, enabling the use of any microphone, regardless of whether it has a talk-over switch.

TouchTunes recommends that you use a cardioid dynamic microphone. These microphones are low impedance (150 ohms).

Note: Condenser and electret microphones will not work, as no DC (phantom) power is supplied.

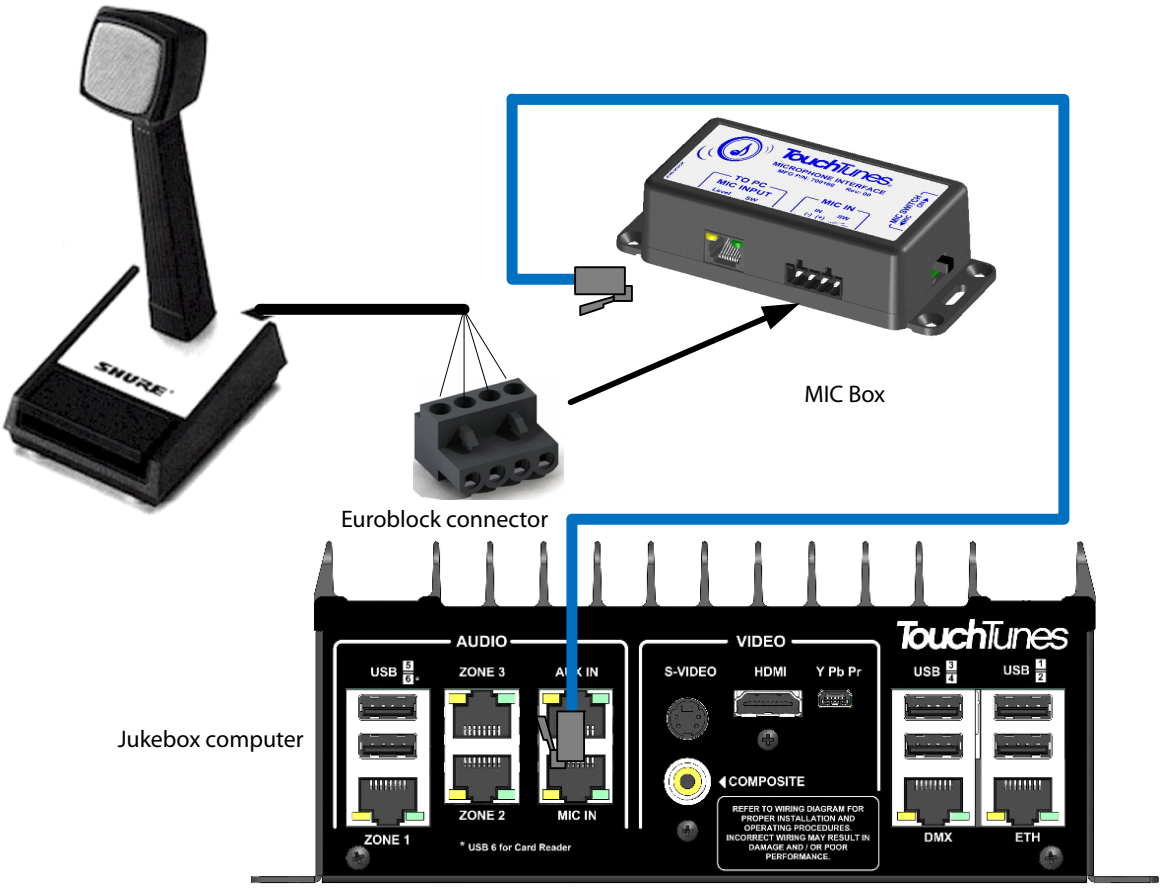
• **Cabling:** Use standard Cat-5 cable.

• **Tie-wraps:** You will need tie wraps to secure the microphone cable on exit from the jukebox cabinet.

• **Tools:** You will need tools (such as a drill and stapler) to run the microphone cable at the location.

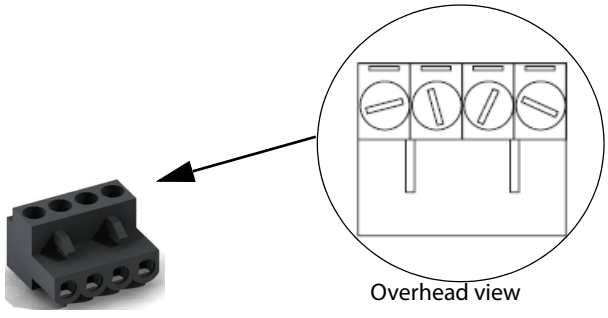
Procedure

To connect a microphone to the Ovation II, you must use the MIC box (part no. 700166-001) and the 4-pin Euroblock connector (part no. 100000-001) supplied with your parts kit. Refer to the following figure when performing this procedure.



Connecting a microphone

1. Prepare the microphone cable by stripping the ends of the 4 connector wires, exposing approximately 1/4” of wire.
2. Locate the supplied four-slot Euroblock connector for the MIC box.
3. Loosen the screws along the top of the connector using a flat-head screwdriver, if necessary.



Euroblock terminals

4. Wire the ends of the 4 microphone wires to the Euroblock connector using the legend on the DI box's label as a guide.

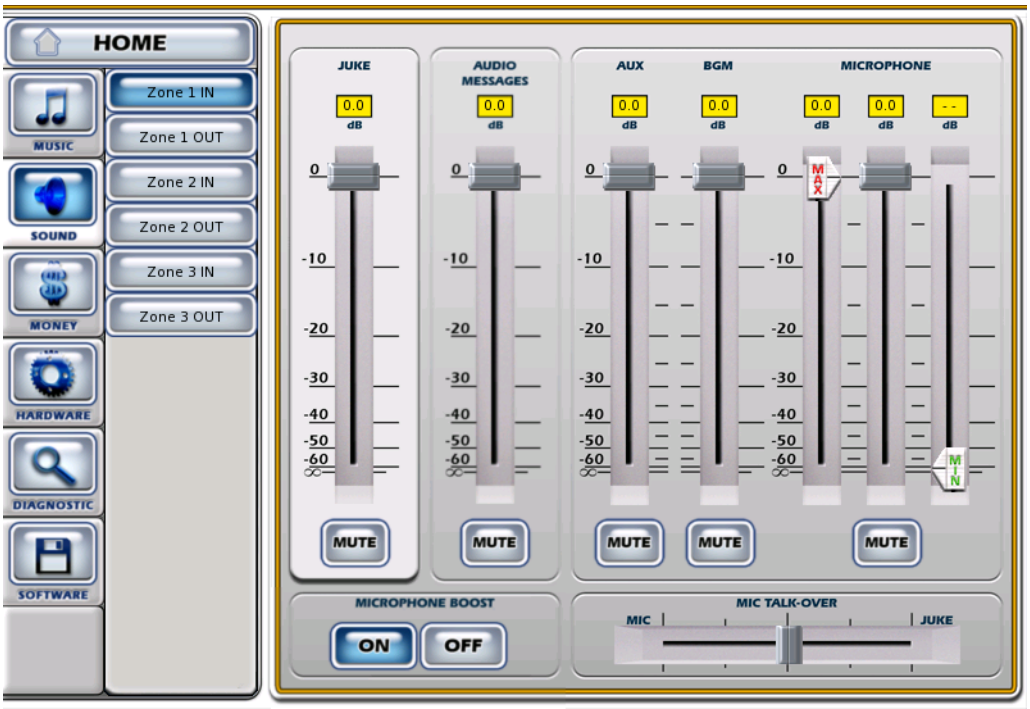
Wiring legend

Note: Refer to the manufacturer's documentation for your particular microphone to determine color coding and wiring information.

---

5. Using a flat-head screwdriver, tighten the screws of the slots for the microphone to secure the speaker cable to the connector.
6. Attach the Euroblock connector to the connector labelled **MIC IN** on the MIC box.
7. Connect one end of a Cat 5 cable to the RJ45 output connector labelled **TO PC MIC INPUT** on the MIC box.
8. Open either of the cable access ports on the rear of the Ovation II.
9. Route the cable through the cable channel on the rear of the jukebox and then into the jukebox.
10. Plug the other end of the Cat 5 cable into the port labeled **MIC** on the computer.
11. Close the cable access channel.

12.Activate the Operator menu and adjust the input gain for the microphone.



Mixer Input Screen

Note: The Mixer Input screen includes a **Microphone Boost** button, which is independently controllable for the three audio zone. The default value is **OFF**. Adjust your microphone gain and boost settings as required.

A Connection Diagrams

This appendix provides connection diagrams showing connections

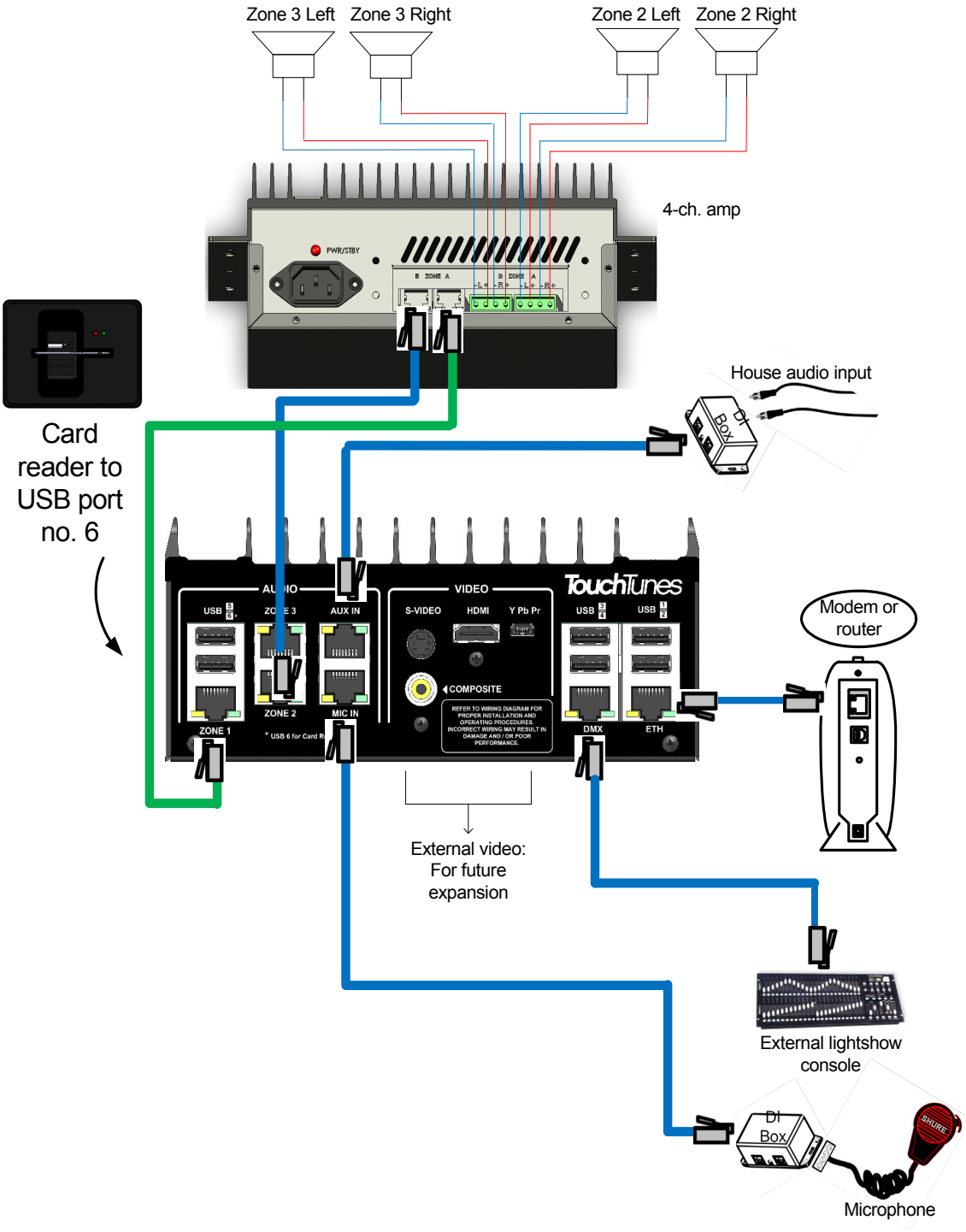
within the Ovation II jukebox, as well as those outside of the jukebox.

Overview

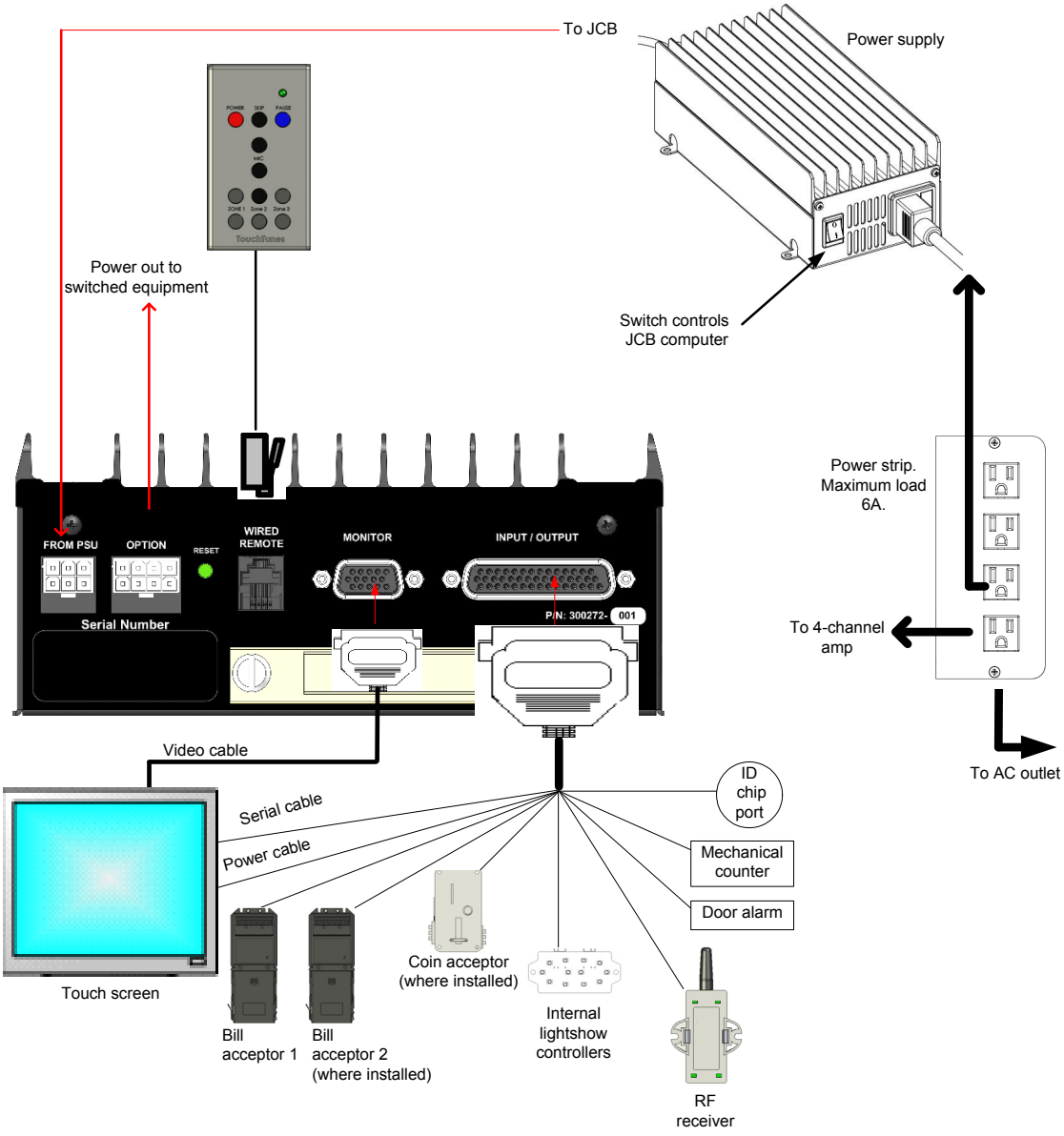
This appendix provides a block wiring diagram showing all connections within Ovation II jukebox components, as well as those between the jukebox and other external components, such as audio amplifiers. You can refer to this diagram while setting up the Ovation II in a location or as a post-installation check to ensure all components are connected correctly.

Note: These diagrams are provided for instructive purposes only, and are not drawn to scale.

JCB Top Panel Connections



JCB Bottom Panel Connections



B

Return Authorization (RA) Procedure

This chapter provides important information concerning TouchTunes'

Return Authorization procedure.

Return Authorization Numbers (RAs)

- Before a purchaser ships a product back to TouchTunes™, the purchaser must obtain a valid RA number. Boxes received without an authorized RA Number shall be shipped back.
- Authorized RA Numbers shall expire 30 days after they are issued.
- Only the TouchTunes™ product and quantity specified on the original RA request can be returned with the RA Number issued.
- If returning additional products to TouchTunes™, a new RA Number shall be required.
- If we receive a shipment containing products not authorized for return on that RA Number, we shall return them as is.

Warranty Repair and Replacements

- TouchTunes™ warrants that the product is free from defects in material or workmanship under normal operation.
- Any replacement parts furnished at no cost to the purchaser in fulfillment of this warranty are warranted only for the unexpired portion of the original warranty and extended warranty, if applicable. Any services or repair outside the scope of this limited warranty shall be at TouchTunes™ rates and terms then in effect.

- Normal “Wear and Tear” as determined by TouchTunes™, is NOT covered by this warranty.
- Under certain circumstances and at TouchTunes' sole discretion, some products may be eligible for Advanced Replacement. We shall invoice the purchaser's account for the new unit and issue a full refund for in-warranty products once we receive the original unit from the purchaser.
- TouchTunes™ does not provide loaner units.
- TouchTunes™ does not warrant the model life of products. TouchTunes™ suppliers may at any time make changes in the products delivered as products or components.
- TouchTunes™ is not responsible for damages outside of TouchTunes™ control including, but not limited to, physical damage, modifications to the product, or improper packaging.

Out of Warranty Repair Services

- Warranty exclusions include, but are not limited to, physical damage, modifications to the product, or improper packaging.
- If a product is out-of-warranty, TouchTunes™ shall evaluate it. Additional parts and labor charges may apply. Prior to proceeding with the repair of a product that is out-of-warranty, TouchTunes™ shall send the purchaser a cost proposal that must be signed for acceptance and returned.
- Electing not to have TouchTunes™ repair the product, TouchTunes™ can dispose of the product on-site for a minimal fee, or the product can be returned as is.

Returns for Credit

- To receive credit for standard product, the product must be in re-saleable or unopened condition. We shall make that determination after evaluating the returned product. Returns for Credit MAY apply to custom products and shall be determined after evaluation of the REQUEST for return.
- TouchTunes™ may refuse credit for any of the following conditions:
  - Improper installation or testing.
  - Failure to provide a suitable operating environment.
  - Use of the product for purposes other than those for which it was designed.
  - Failure to monitor or operate the product in accordance with applicable seller specifications and good industry practice.
- Unauthorized attachment, removal, or alteration of any part of the product.
  - Unusual mechanical, physical or electrical stress, scratches, or dents.
  - Modifications or repairs done by parties other than the seller.
  - Abuse, misuse, neglect. or accidental damage.

- TouchTunes™ is under NO obligation to accept RAs for wrongly ordered goods. TouchTunes™ MAY consider exceptions based on individual situations, a minimum 15% and up to 40% restocking fee shall apply. Products beyond 4 (four) months in age are not eligible for consideration.
- If within 7 days of product receipt the purchaser notifies TouchTunes™ that the product is defective or damaged we may waive the restocking fee. The restocking fee may also be waived for the following:
  - An incorrect product shipped by TouchTunes™ in error.
  - An Evaluation Unit as stated on your original purchase order.

Labeling and Address

- The RA Number must appear on the outside of the carton(s) in BOLD print. Any product returned without a valid RA Number shall be returned to the sender.
- Return products to the address provided on your RA authorization form.

Packing

- TouchTunes™ recommends returning products by United Parcel Service, Federal Express, DHL, or another reputable freight forwarder.
- All TouchTunes Jukeboxes should be returned on a pallet to prevent damage.
- Should products returned to TouchTunes by customer not be shipped with protective packaging similar to that used by TouchTunes, TouchTunes shall consider the products damaged and ship them back to the sender, as is, with no credit issued or repair attempted.
- To avoid voiding the warranty, use TouchTunes™ or equivalent packaging to return a product. This includes complete crating, packaging, high-density foam and/or cardboard separators.

Freight Payment

- The customer prepays all inbound freight charges for both in-warranty and out-of-warranty repairs. TouchTunes™ is not responsible for damage during shipment. We recommend that you insure the shipment.
- If you require overnight or other special requirements for expedited shipment, these shall be at the purchaser's expense. You may pay freight by either issuing a purchase order with the clear notation “Prepay and Add Freight,” choosing your own carrier and providing your account number (freight collect), or prepaying by credit card.

Freight Claims and Shipment Damage

- If the purchaser receives the original product in damaged condition, notify TouchTunes™ Repair Department or Customer Service immediately. If the shipment was made by a TouchTunes™ “prepay and add freight” service, TouchTunes™ shall help the purchaser process the damage claim.
- If the original freight charges were paid in advance-by freight collect or other means-notify the carrier immediately to initiate a claims inspection. TouchTunes™ Customer Service shall provide assistance, as necessary, to process the freight claim.
- If your returns/repair shipment to TouchTunes™ is received in damaged condition, TouchTunes™ shall notify the purchaser. The purchaser shall need to notify the carrier immediately to initiate a claims inspection. TouchTunes™ Customer Service shall provide assistance, as necessary to process the freight claim.

TouchTunes Interactive Networks, Inc.
400 Sainte Croix Avenue, Suite 200 E
Montreal, Quebec,
Canada, H4N 3L4

TouchTunes Interactive Networks, Inc.
3455 Salt Creek Lane, Suite 100
Arlington Heights, IL 60005
USA

Technical Support
847-353-1954
www.touchtunes.com

Copyright © 2012 TouchTunes Interactive Networks

TouchTunes
INTERACTIVE NETWORKS